

Form 10 Rate

PUBLIC SERVICE COMMISSION OF WISCONSIN  
TELEPHONE RATE FILE

Exchange:	ALL
Section Number:	1
Sheet Number:	1
Amendment Number:	600

AMERY TELCOM, INC.

Utility Name

## PREFACE

## SECTION 1

## TITLE SHEET

Table of Contents and Tariff Symbols  
Applicable to the Intrastate Services of  
AMERY TELCOM, INC.

Applicable to Service Rendered on and after:  
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PREFACE

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**TARIFF SYMBOLS**
**A. SYMBOLS USED IN THIS TARIFF**

<u>Symbol</u>	<u>Explanation</u>
(C)	Signifies a changed regulation.
(D)	Signifies a discontinued rate, treatment or regulation.
(I)	Signifies an increased rate or new treatment resulting in an increased rate.
(N)	Signifies a new rate, treatment or regulation.
(R)	Signifies a reduced rate or new treatment resulting in a reduced rate.
(T)	Signifies a change in text but no change in rate, treatment or regulation.
/#/	When found in the outer margin of the tariff sheet, signifies material moved from or to another section of the tariff with no change, unless there is another tariff change symbol present.
	This symbol is used as a footnote reference, where the # represents numeric characters corresponding to the same symbol in the footnote explanation.

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GENERAL TERMS AND CONDITIONS

SECTION 2

TITLE SHEET

General Term and Conditions  
Applicable to the Intrastate Services of  
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GENERAL TERMS AND CONDITIONS

## DEFINITION OF TERMS

### ACCESS LINE

A circuit directly connecting the central office switching equipment with the subscriber termination point. (Also see Network Access Line)

### ACCESSORIES

Devices, which are mechanically attached to or used with the facilities and equipment, furnished by the Company and which are independent of the communications path of the telecommunications system. These devices may not replace any of the component parts of the Company's facilities or equipment nor be injurious to the telecommunications network.

### AUTHORIZED USER

A person, firm or corporation or any other legal entity authorized by the provider of the service to use the service being provided in accordance with the terms of this tariff.

### AVERAGE BUSY SEASON - BUSY HOUR TRAFFIC

The average traffic volume for the busy season, busy hour.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

BASE RATE AREA

That portion of the Exchange Area surrounding and including the central office (or offices) within which urban classes of local exchange telephone service are offered at rates that do not vary with the distance from the central office or Exchange Rate Center.

This area may be described in one of the following manners:

- A. As the village or city corporate limits,
- B. as the village or city corporate limits as of a given date, or
- C. by means of a map specifically identifying the area.

BASIC EXCHANGE SERVICE

Residence and Business Service Network Access Lines furnished in accordance with the regulations and charges set forth in this Tariff.

BUILDING

A building or buildings, in which there is free access between all parts of the structure by means of doors, open archways, elevators, stairways or continuous corridors. Heating tunnels or passageways under or over a thoroughfare or other open space do not make two separate buildings the same building.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

**BUSINESS SERVICE**

Telephone service furnished to Customers where the actual or obvious use is principally or substantially of a business, professional or occupational nature.

**CALL**

An attempted telephone message.

**CENTRAL OFFICE**

A switching unit, in a system that provides telecommunications service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting Customer lines and trunks or trunks only. There may be more than one central office in a building or more than one central office in an exchange.

**CENTRAL OFFICE LINE (See Network Access Line)**

**CHANNEL**

A path for communication between two or more stations or central offices furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by a single physical facility or-route.

**CIRCUIT**

A channel used for the transmission of electrical energy in the furnishing of telephone and other communication services.

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DEFINITION OF TERMS (Cont'd)

CLASS OF SERVICE

There are two classes of Basic Exchange Service, Business and Residence Service. The Class of Service is determined by the nature of the use to be made of the service and governs the charges for basic and ancillary services.

COMMISSION

The Public Service Commission of Wisconsin.

COMMON CARRIER

A supplier that undertakes to carry goods, services, or people from one point to another for the public in general. In telecommunications, such carriage relates to provision of transmission capabilities over the Telecommunications Network.

COMMUNICATIONS

The origination, transmission, switching and reception of information whether voice, picture, data or printed. It is in analog or digital forms, with electronic intelligence dispersed through the network route, transform, message, store or process the message at the user's option.

COMMUNICATIONS SYSTEMS

Channels or other facilities and equipment, which are capable, when not, connected to telecommunications service, of communications between Customer-provided terminal equipment.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

COMPANY

The Company is synonymous with AMERY TELCOM, INC..

CONNECTION

- A. Acoustic Connection: A connection made by sound.
- B. Direct Electrical Connection: A physical connection of the conductors in the communications path of a telephone system.
- C. Inductive Connection: A connection made by using the electromagnetic field generated by telephone equipment. See "Point of Demarcation."

CONNECTING ARRANGEMENT

The equipment provided by the Company to accomplish the direct electrical connection of Customer-provided facilities with the facilities of the Company. Equipment includes: the Network Interface (NI) or special terminal block and jack.

CONNECTING COMPANY

A Corporation, association, partnership or individual owning or operating one or more exchanges and with whom traffic is interchanged.

CONNECTING DEVICE

The terminal block or jack to which the station equipment or terminal equipment may be connected.

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DEFINITION OF TERMS (Cont'd)

CONTINUOUS PROPERTY

The plot of ground, together with any buildings thereon, occupied by the Customer, which is not divided by public highways or separated by property occupied by others. When a Customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property provided local wire or cable facilities are used and the Customer furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

CONSTRUCTION CHARGES

A separate non-recurring charge(s) made for the construction of facilities in excess of that contemplated under the rates and/or charges quoted in this tariff.

CONTIGUOUS EXCHANGES

Adjoining exchanges which share a common boundary.

CONTRACT

Refers to the agreement, either written or verbal, between a Customer and the Company under which service and facilities are furnished in accordance with the applicable provisions of the Tariffs as approved by the Wisconsin Public Service Commission.

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DEFINITION OF TERMS (Cont'd)

**CUSTOMER OR SUBSCRIBER**

Any person, firm, partnership, corporation, municipality, cooperative organization, governmental agency, etc. provided with telephone service by the Company. Said Customer or subscriber is responsible for the payment of charges and compliance with the regulations of the Company.

**CUSTOMER PREMISES EQUIPMENT (CPE)**

Telecommunications equipment, telephones, key systems, PBXs, modems, video conferencing devices, etc., connected to the telecommunications network and residing on the Customer's premises.

**CUSTOMER-PROVIDED TERMINAL EQUIPMENT**

Devices or apparatus and their associated wiring provided by the Customer which do not constitute a communications system and which, when connected to the communications path of the telecommunications system, are so connected either electrically, acoustically or inductively.

**DATA ACCESS ARRANGEMENT**

A protective connecting arrangement for use with the network control signaling unit; or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to assure proper operation and protection of the telecommunications network.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

DEMARCATIION POINT (See Point of Demarcation)

DETERMINATION OF SERVICE AREA

- A. A Customer located on the opposite side of a thoroughfare from the facilities is considered to be within the area if the Customer can be served by a drop wire.
- B. A Customer located on the same side of the thoroughfare as the facilities is considered to be within the area if he/she can be served by a drop wire.
- C. In general a location beyond approximately one-hundred fifty (150) feet from the boundary will not be considered as within the respective Base Rate Area or Exchange Area.

DIRECT CONNECTION

Connection of terminal equipment to the telecommunications network by means other than acoustic or inductive coupling.

DIRECT ELECTRICAL CONNECTION

The term "Direct Electrical Connection" denotes a physical connection of the electrical conductors in the communications path.

DIRECTORY LISTING

A publication in the Company's alphabetical directory of information relative to a Customer's name or other identification and telephone number.

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## GENERAL TERMS AND CONDITIONS

## DEFINITION OF TERMS (Cont'd)

## DROP WIRE

That portion of a circuit between the pole line or cable distribution box and building in which the station or switchboard is located.

## EMERGENCY NUMBERS

Telephone numbers of an emergency nature such as those associated with fire departments, police departments, ambulance services and rescue squads.

## ENTRANCE FACILITIES

Facilities extending from the point of entrance on private property to the premises on which service is furnished.

## EXCHANGE

A geographical area established for the administration of telephone service in a specified area called the "exchange area". The Exchange Area usually embraces a city, town or village and its environs. It may contain one or more central offices together with the associated plant, equipment and facilities used in furnishing communication service within that area.

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DEFINITION OF TERMS (Cont'd)

EXCHANGE AREA

The territory served by an exchange, as outlined by an Exchange Area Boundary Map.

EXCHANGE LINE

Any circuit connecting an exchange station with a central office.

EXCHANGE SERVICE

The furnishing of facilities for the telephone communication within an exchange area in accordance with the regulations and charges specified in the Local Exchange Tariffs. Exchange facilities are used to establish and maintain connection between an exchange station and the other telephone plant and facilities in connection with long-distance calls, Extended Area Service (EAS) calls and Extended Community Calling (ECC) Service calls.

EXCHANGE STATION

A station connected with a central office of the Company over its own lines.

EXTENDED AREA SERVICE (EAS)

Interexchange telephone service permitting persons in a given exchange to place calls and receive calls from one or more other exchanges at monthly flat or measured rates without being assessed message toll charges for each message.

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## DEFINITION OF TERMS (Cont'd)

## EXTENDED COMMUNITY CALLING (ECC) SERVICE

Inter-exchange local telephone service furnished at a per minute rate within the Extended Community Calling (ECC) Service Area.

## EXTENSION MILEAGE

The charges made for the additional circuit required to furnish such station(s) beyond the allowable distance from the main station.

## FLAT-RATE SERVICE

Customer exchange service in connection with which a stipulated monthly charge is made covering all messages or message units to telephones bearing certain designations as specified in the applicable Local Exchange Tariff.

## FOREIGN CENTRAL OFFICE

Any central office other than that which serves the area in which the Customer is located.

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DEFINITION OF TERMS (Cont'd)

FOREIGN EXCHANGE SERVICE

Foreign Exchange Service is exchange service furnished from a central office of an exchange other than the exchange normally serving the area in which the Customer is located. It is not available in connection with Payphone Provider Service.

The rate for Foreign Exchange Service is the rate applicable in the foreign exchange for the class of service furnished

The foreign exchange Telephone Company providing the Customer the telephone number is considered the switching Telephone Company.

GRADE OF SERVICE

(1) An estimate of Customer satisfaction with a particular aspect of service, such as loss, noise or echo. (2) In Telecommunications Networks, the proportion of calls that receive no service (blocking) or poor service (long delay). (3) Refers to the number of Customers connected to a single Network Access Line, such as one-party, two-party or four-party service.

INDIVIDUAL LINE

A central office line designed for the connection with a main station (not a Private Branch Exchange Trunk).

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

INDUCTIVE CONNECTION

Electromagnetic coupling between Customer-provided equipment and Company equipment by means of mutual inductance between an inductor in the Company equipment and a Customer-provided inductor external to the Company equipment.

INITIAL SERVICE PERIOD

The minimum length of time for which a Customer is obligated to pay for service, facilities whether or not retained by the Customer for such minimum length of time.

INSTALLATION CHARGE

A non-recurring charge(s) made at the time of installation of communications service, which may apply in place of or in addition to Service Connection Charges and other applicable charges for service.

INTER-EXCHANGE CHANNEL

A path for communications between two or more central offices furnished in such a manner as the Company may choose.

INTER-EXCHANGE CHANNEL MILEAGE

The measurement of each mile or fraction thereof, measured in airline miles, between the central office of the serving exchange and the central office of the foreign exchange.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

**INSTRUMENTALITY**

The station equipment used to provide communications service.

**INTERCOMMUNICATING SYSTEM**

An arrangement involving two or more stations which enables a station user to signal and connect with other stations in the system.

**INTERCONNECTION**

The method by which telecommunications facilities of the Company are arranged to transmit to, or receive information from, Customer-provided equipment.

**INTERFACE (See Network Interface)**

**JOINT-USER SERVICE**

An arrangement whereby an individual, firm or corporation whose telephone needs are not such as to justify the provision of separate Customer service is permitted to use the service of another Customer.

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DEFINITION OF TERMS (Cont'd)

LOCAL CHANNEL

That portion of a channel (intra-exchange channel), which connects a station to an intra-exchange channel or channel connecting two or more stations within an exchange area.

LOCAL EXCHANGE SERVICE

Telephone communications within a local service area in accordance with the provisions of the Company's tariffs.

LOCAL MESSAGE

A completed communication between Customers' stations located within the same exchange area or local service area.

LOCAL MESSAGE UNIT

The unit of measurement for charging for local message use. A local message, unless furnished as an unlimited local message, may carry a charge of one or more local message units, depending upon destination and length of conversation.

LOCAL SERVICE

Telephone Service furnished between Customers who are located within the same local service area.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

LOCAL SERVICE AREA

The Local Service Area for an exchange consists of the basic exchange area, the Extended Area Service area, and the Extended Community Calling Service Area defined for the exchange.

MESSAGE

A completed telephone call.

MILEAGE

A tariff charge assessed on circuits and/or channels connecting other services that are auxiliary to local exchange service such as Off-Premise Extension Service, Foreign Exchange Service, Foreign Central Office Service, and Private Line Services, Tie Trunks, and other similar services.

MINIMUM CONTRACT PERIOD

The minimum length of time for which a Customer is obligated to pay for service, facilities whether or not retained by the Customer for such minimum length of time.

NETWORK ACCESS LINE

A Network Access Line consists of the serving central office line equipment, and all Company plant facilities up to and including the Company-provided Network Interface (NI). These facilities are Company-provided and maintained and provide access to and from the telecommunications network.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

NETWORK CONTROL SIGNALING

The term "Network Control Signaling" denotes the transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing) calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

NETWORK CONTROL SIGNALING UNIT

The term "Network Control Signaling Unit" denotes terminal equipment furnished, installed, and maintained by the Company for the provision of network control signaling.

NETWORK INTERFACE (NI)

A Network Interface (NI) is a wiring demarcation unit, which conforms with federal regulations for communications companies and may include a line protection device. It is a point of interconnection between the incoming lines and the Customer's premise wiring. The NI (normally located outside on single and duplex residence service) provides a convenient point for disconnecting service, for installing new wiring or for performing tests of malfunctioning telephones or inside wiring.

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OTHER COMMON CARRIER (OCC)

A telecommunications Common Carrier authorized by the Federal Communications Commission (FCC) to provide a variety of services. The FCC refers to these carriers as "domestic satellite carriers," "miscellaneous common carriers" and specialized common carriers."

OUTSIDE PLANT

The telephone equipment and facilities installed on, along, over, or under streets, alleys, highways, or on private right-of-ways between the central office and the Customers location(s) or between central offices.

PAYPHONE PROVIDER SERVICE

Exchange service in which local message use is measured in terms of local messages or message units for the purpose of charging for the service. A coin collecting device is associated with the service.

POINT OF DEMARCATION

- A. For equipment not requiring protective connecting arrangements, a device provided by the Company and placed between Customer Provided Equipment (CPE) and the facilities of the Company, it is the Company-provided Network Interface (NI).
- B. For equipment requiring protective connecting arrangements, it is either the Company's protective connecting arrangement or the Network Interface (NI) for use in connection with the Customer-provided protective connecting arrangement.

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DEFINITION OF TERMS (Cont'd)

POINT OF MINIMUM PENETRATION

The location on a Customer's premises where the Company facilities terminate. This location is a minimum distance from the point at which Company facilities physically penetrate the premises, consistent with Company installation practices.

PREMISES

The space occupied by a Customer in a single building or a group of buildings on continuous property of the Customer and which is not divided by public highway or a natural division (e.g. a river, lake, etc.)

PRIVATE BRANCH EXCHANGE (PBX) SYSTEM

A private switching system, either manual or dial, situated on a Customer's premises that is connected by trunks with a central office providing for intercommunication between station lines and for communication with the telecommunications network.

The abbreviation "PBX" is synonymous with Private Branch Exchange System.

A PBX Trunk is circuit connecting the PBX system with a central office.

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PRIVATE LINE SERVICE

Private Line Service is that of furnishing the facilities, including channels and telephone equipment to enable the Customer and Authorized Users to communicate between specified locations for continuous use. It is furnished, subject to the availability of such facilities and the requirements of the Company.

RESIDENCE SERVICE

Telephone service furnished to Customers when the actual or obvious use is for domestic purposes.

REGISTERED EQUIPMENT

Equipment, which complies with and has been, approved within the registration provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

REGRADE

An application for a different, usually better, grade of service.

SAME BUILDING

A structure built as a unit. Abutting buildings are treated as the "Same Building" when there is free internal access between the buildings.

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**SAME CUSTOMER**

In order for different services to be considered as furnished to the "Same Customer", such services must be billed in the same name.

Note: A business account billed to the Customer's own name is considered the "same Customer". A business account billed to the business name is not considered the "same Customer".

**SERVICE CONNECTION CHARGES**

The charge(s) a Customer is required to pay at the time of the establishment of telephone service or subsequent additions or changes to that service.

**STANDARD NETWORK INTERFACE (See Network Interface)**

**STATION**

The term "Station" denotes the network control signaling unit and other equipment at the Customer's premises which enables the Customer to establish the communications connections and to effect communications through such connections.

**STATION EQUIPMENT**

Telecommunications equipment located on the Customer premises, on the user side of a Network Interface (NI) that permits a Customer to access the Telecommunications Network and its available services. The most common Station Equipment is the single line telephone set.

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**TARIFF**

The rates, charges, rules and regulations adopted and filed by the Company and approved by the Public Service Commission.

**TELECOMMUNICATIONS NETWORK**

The aggregate of transmission systems, switching systems and Station Equipment which carries telecommunications traffic between Customer locations.

**TELEPHONE SET**

An instrument consisting of a transmitter, receiver, and associated apparatus, so connected as to permit the transmitting and receiving of telecommunications voice messages.

**TELEPHONE UTILITY**

Any person, firm, partnership, cooperative organization, or corporation engaged in the furnishing of telephone service to the public under the jurisdiction of the Commission.

**TERMINATION CHARGE**

A charge applied under certain conditions when a contract for service is terminated by the Customer before the expiration of the minimum contract period.

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DEFINITION OF TERMS (Cont'd)

TERMINAL EQUIPMENT ACCESSORIES

Devices, apparatus and their associated wiring, provided by a Customer, which do not constitute a communications system and which when connected to the telecommunications system of the Company are connected electrically, acoustically or inductively.

TIE TRUNK

A circuit connecting two (2) PBX systems for the purpose of interconnection between the stations connected with such systems.

TOLL CENTER

A telephone switching center at which the operation function (message timing, switching and recording) takes place in connection with the provision of toll message service.

TOLL LINE

A circuit used exclusively for the transmission of messages between points located in different exchange areas where specific charges for each such message are applicable.

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TOLL MESSAGE

A completed telephone call between stations in different exchanges for which message toll charges are applicable.

- A. Person-to-Person Toll Message: A toll message in which the user stipulates a desire for communication with a specified person or extension station at a specified location.
- B. Station-to-Station Toll Message: A toll message in which the user stipulates a desire for communication only with a specified telephone or switchboard.
- C. Collect Message: A toll message in which the user stipulates that the called party accept and pay all charges associated with the message.
- D. Third Number Message: A toll message in which associated charges are billed neither to the calling station nor to the called station but rather to a station not involved in the message.
- E. Credit Card Message: A toll message in which associated charges are billed to a credit card number and issued to either the called or calling party.

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**GENERAL TERMS AND CONDITIONS****DEFINITION OF TERMS (Cont'd)****TOLL RATE**

The initial period charge prescribed for toll messages usually based upon the duration of the initial period and distance between exchanges.

**TOLL SERVICE**

Toll Service (long-distance service) is service, which is furnished between Customers in different exchange areas in accordance with the rates and regulations, specified in the providing Company's Toll Tariff.

**TRIP**

A trip is a visit to a Customer's continuous property at which time certain work requested by the Customer is to be performed.

**TRUNK**

A circuit over which Customers' messages are sent between two (2) central offices or between a central office and a PBX system.

**TRUNK HUNTING**

A service provided by the central office that allows a dialed number to be completed over the next available telephone line in that group of trunk hunt numbers.

**UNDERGROUND SERVICE CONNECTION**

A Customer's drop wire is a cable that is run underground from a pole or pedestal to the Customer's premises.

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Form 10 Rate

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DEFINITION OF TERMS (Cont'd)

WIRE CENTER

The point at which the Customers' Network Access lines converge. Normally, the building at that location containing one or more central office switching modules. A Wire Center may serve one or more exchanges.

ZONING

Zoning involves the establishment of bands or relatively concentric areas throughout an exchange and the offering of only graded service to the Customers at specified rates within these particular zones.

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## GENERAL TERMS AND CONDITIONS

## RULES AND REGULATIONS

## A. APPLICATION

The rules and regulations specified herein are applicable to the intrastate services and facilities furnished by the AMERY TELCOM, INC., hereinafter referred to as the Company. Failure on the part of the subscribers to observe these rules and regulations of the Company, after due notice of such failure, automatically gives the Company the privilege to discontinue the furnishing of service.

In the event of a conflict between any rate, rule, regulation or provision contained in this tariff and any rate, rule, regulation or provision contained in other tariffs, the rate, rule, regulation or provision contained in this tariff shall prevail.

This Tariff cancels and supersedes all other Tariffs of the Company issued and effective prior to the effective date of this Tariff.

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RULES AND REGULATIONS (Cont'd)

B. LIABILITY OF THE COMPANY

1. In view of the fact that the Customer has exclusive control of his communications over the facilities furnished him by the Company and of the other uses for which facilities may be furnished him by the Company and because of the unavoidability of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions and limitations herein specified.
2. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing service or facilities and not caused by the negligence of the Customer, shall in no event exceed an amount equivalent to the proportionate charge/rate to the Customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission occurs.
3. The Customer indemnifies and holds the Company harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the Customer; and against all other claims arising out of any act or omission of the Customer in connection with facilities provided by the Company.

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RULES AND REGULATIONS (Cont'd)

B. LIABILITY OF THE COMPANY (Cont'd)

4. The Company's liability arising from errors in or omissions of directory listings shall be limited to resulting impairment of the Customer's service, and the Company may discharge such liability by an abatement or refund of an amount not exceeding the charge for the service, excluding additional message charges, during the period covered by the directory in which the error or omission occurs.
5. The Company is not liable for damages for any accident or injury occasioned by the telephone instrument or by supplementary apparatus provided in connection therewith when such accident or injury is not due to the negligence of the Company.
6. When the lines of other telephone companies are used in establishing connections to points not reached by the Company, the latter company is not liable for any act or omission of the other company or companies.
7. The Company is not liable for any defacement or damage to the Customer's premises resulting from the existence of the Company's apparatus and associated wiring on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company.

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C. ALLOWANCE FOR INTERRUPTION

The Company will, in the event the Customer's exchange service is interrupted, make a subsequent appropriate billing adjustment subject to the following conditions:

1. Credit for interruption is not allowed where the outage is caused by a willful act, or due to the negligence of the Customer or the failure of facilities provided by the Customer.
2. Upon Customer request, a credit will be allowed from the time notification is received from the Customer or from the time of discovery by the Company, whichever is earlier, when each interruption comprises at least 24 consecutive hours of outage.
3. A major fraction of the last additional day, consecutive with a period consisting of 24 hours of outage, is considered a full day.
4. Credit for interruption is based upon the number of consecutive days of each outage.
5. For the purpose of determining the allowance for interruption, each month is considered to have 30 days. The refund to the Customer shall be the pro rata part of the month's charges for the period of days that the portion of the service is rendered useless or inoperative.

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RULES AND REGULATIONS (Cont'd)

D. CANCELLATION FOR CAUSE

1. Abuse or fraudulent use

The Company may by at least 5 days written notice to the Customer, without incurring any liability, forthwith deny or disconnect service because of abuse or fraudulent use of service. Service must be disconnected within 15 days of the date of the notice unless the Customer and the Company agree to extend this time period. In case of emergency where the public interest requires immediate action or pursuant to governmental requirements, service may be disconnected without notice. Abuse or fraudulent use of service includes, without specific limitation, the following:

- a. The use of services or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service;
- b. the obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid payment, in whole or in part, of the regular charge for each service;
- c. the use of service or facilities of the Company for a call or calls, anonymous, or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;

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RULES AND REGULATIONS (Cont'd)

D. CANCELLATION FOR CAUSE (Cont'd)

1. Abuse or fraudulent use (Cont'd)

- d. the use of profane or obscene language;
- e. the use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other Customers; and
- f. the impersonation of another with fraudulent intent.

2. Use Of Service for Unlawful Purposes

Service is furnished with the understanding that it will be used only for lawful purposes. The Company will disconnect or deny service if it has knowledge that the service is being or will be used for unlawful purposes. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of the law, and requests that such service be disconnected or denied.

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RULES AND REGULATIONS (Cont'd)

D. CANCELLATION FOR CAUSE (Cont'd)

3. Non-Payment

- a. The Company may, upon at least 5 days written notice to the Customer, without incurring any liability, deny or disconnect service for non-payment of a delinquent account. Service must be disconnected within 15 days of the date of the notice unless the Customer and the Company agree to extend the time period.
- b. If a written request from the Customer or a responsible party is on file with the Company at the time the 5 day notice is mailed, a copy of the disconnect notice can also be mailed to the County Department of Health and Human Services.
- c. For the purpose of these regulations a telephone bill is considered a delinquent account one day after issuance.
- e. In the event of a dispute involving a Customer's bill, the Customer's service will not be disconnected for non-payment of that portion of the bill under dispute pending completion of the Dispute Procedures provided by the PSC of Wisconsin Standards for Telephone Service. The Customer is required to pay all charges which are not disputed.

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## RULES AND REGULATIONS (Cont'd)

## D. CANCELLATION FOR CAUSE (Cont'd)

## 3. Non-Payment (Cont'd)

f. The Company may disconnect or refuse service for any of the following reasons:

- (1) Failure to pay a delinquent account or to comply with the terms of a Deferred Payment Plan.
- (2) Failure to comply with deposit or guarantee arrangements.
- (3) Where subsequent credit information indicates that the initial application for service was false or incomplete or if discovered later that a deposit or a guarantee would be required or service refused under the applicable regulations of this tariff or the Public Service Commission of Wisconsin standards for telephone service.

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RULES AND REGULATIONS (Cont'd)

D. CANCELLATION FOR CAUSE (Cont'd)

3. Non-Payment (Cont'd)

g. The Company will not attempt to collect by threat of disconnection or refusal of service for any of the following reasons:

- (1) delinquency in payment for service by a previous occupant of the premises to be served other than a member of the same household residing at the same premises,
- (2) delinquency in payment for another class of telephone service,
- (3) failure to pay for non customer approved advertising charges or bills not based on filed rates and charges, unless advertising includes a telephone number, or
- (4) failure to pay increased charges applicable to a past period which results from the correction of a misapplication of rates.
- (5) Failure to pay a delinquent account over 6 months old where no collection steps have been taken within 6 months of the date on the delinquent bill or bills unless the passage of additional time is a result of other provisions described herein or from good faith negotiations or arrangements made with the Customer.

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RULES AND REGULATIONS (Cont'd)

D. CANCELLATION FOR CAUSE (Cont'd)

4. Other

- a. The Company may deny or disconnect the service upon 5 days written notice to the Customer for any of the following reasons, except in the event of abandonment, no notice is required:

- (1) Any bill remaining unpaid after the 15th day from the billing date from which service is billed,
- (2) failure of a Customer to make suitable deposit as required by this tariff, and
- (3) any other violation of the Company's regulations filed with the Public Service Commission of Wisconsin or the Federal Communications Commission.

E. DISPUTE PROCEDURE

In the event of a dispute involving a Customer's bill, the Customer's service shall not be disconnected for non-payment of that portion of the bill under dispute pending an investigation by the Company. If the Company determines, following such an investigation, that the service has been provided the Customer pursuant to the Company's tariffs and the Public Service Commission of Wisconsin Standards for Telephone Service, and the Company has provided the Customer with available substantiating information and the dispute remains unresolved, the Company may then disconnect the service. Upon Public Service Commission of Wisconsin request, telephone service will not be suspended or disconnected because of an amount involved in a complaint which is before the Commission.

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RULES AND REGULATIONS (Cont'd)

F. BILLING AND PAYMENT ARRANGEMENTS

1. Customer Billing

Bills to Customers will be rendered regularly and will contain a clear listing of charges. The Company will comply with reasonable Customer requests for itemized statements of charges.

The Company will not bill the Customer for delinquency in payments by a previous occupant of the premises other than a member of the same household residing at the same premises.

2. Payment for Service

The Customer is responsible for payment of all charges for facilities and services furnished the Customer, including charges for services originated, or charges accepted, at such facilities by the Customer or any other person. All recurring monthly charges are billed in advance. All bills are due when rendered and are payable at any business office of the Company, or any other location designated by the Company. If an objection is not received by the Company within 30 days after the bill is rendered, the items and charges appearing thereon shall be deemed to be correct and binding upon the Customer.

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RULES AND REGULATIONS (Cont'd)

F. BILLING AND PAYMENT ARRANGEMENTS (Cont'd)

3. Advance Payments

Applicants for service who have no account with the Company or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment in lieu of a deposit at the time of application equal to the Service Connection Charges or installation charges, or both, and one months local service charges for the service provided. The amount of the advance payment is credited to the Customer's account as applying to any future indebtedness under the Tariff.

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GENERAL TERMS AND CONDITIONS

RULES AND REGULATIONS (Cont'd)

F. BILLING AND PAYMENT ARRANGEMENTS (Cont'd)

4. Deposits

- a. The Company may, in order to safeguard its interests, require an applicant or Customer to make a suitable deposit to be held by the Company as a guarantee of payment of charges.
- b. The fact that a deposit has been paid in no way relieves the applicant or Customer from complying with the Company's regulations as to Advanced Payments and the prompt payment of bills on presentation.
- c. The maximum deposit for new service shall not exceed an amount estimated to equal the charges for one month's exchange service and for two month's toll service. Deposits for existing Customer's shall not exceed the bill for one month's exchange service plus the highest actual toll charges for two consecutive months within the preceding 12 month period.

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GENERAL TERMS AND CONDITIONS

RULES AND REGULATIONS (Cont'd)

F. BILLING AND PAYMENT ARRANGEMENTS (Cont'd)

4. Deposits (Cont'd)

d. Residence Service

(1) New Residence Service

The Company may not require a deposit or other guarantee as a condition of new residence service unless the Customer:

- (a) Has an outstanding account balance with any Wisconsin telephone utility accrued within the last six years and at the time of the request remains outstanding and or in dispute, or
- (b) The Customer appears to be attempting to receive service with the intent not to pay for same, or
- (c) The Customer will clearly be unable to pay for service at the time such payment(s) is due.

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RULES AND REGULATIONS (Cont'd)

F. BILLING AND PAYMENT ARRANGEMENTS (Cont'd)

4. Deposits (Cont'd)

d. Residence Service (Cont'd)

(2) Existing Residence Service

The Company may not require a deposit or guarantee as a condition of continued residence service unless:

- (a) The Customer's service has been disconnected once or has received eight out of 12 disconnected notice during the past 12 months for non-payment of a delinquent bill not currently in dispute, or
- (b) Subsequent credit information indicates that the initial application for service was falsified or incomplete to the extent a deposit would have been required under this Tariff and the PSC of W. Standards for Telephone Service.

e. Business Service

Business Customers may be required to pay a deposit or provide a guarantee if credit has not been established to the satisfaction of the Company.

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RULES AND REGULATIONS (Cont'd)

F. BILLING AND PAYMENT ARRANGEMENTS (Cont'd)

4. Deposits (Cont'd)

f. Refund of Deposits

A residence Customer's deposit will be refunded after 12 consecutive months of prompt payment. A business service Customer's deposit will be refunded after 24 months of prompt payment. If any service is terminated, the amount of the deposit is credited to the Customer's account and any credit balance which may remain is refunded.

g. Interest on Deposits

The Company will pay interest pursuant to a. 165.051 (5), Wis. Adm. Code, at the rate set by the Commission on all deposits held for more than 30 days. Interest on deposits is to be calculated at the end of each calendar year, and upon refund to Customers. Interest applies to the amount of the deposit, and to all interest earned in previous year(s). If a deposit is held for only a portion of a calendar year, interest is paid only for that portion of time.

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RULES AND REGULATIONS (Cont'd)

F. BILLING AND PAYMENT ARRANGEMENTS (Cont'd)

4. Deposits (Cont'd)

h. Guarantor

A guarantor, satisfactory to the Company, may be accepted in lieu of or in addition to a deposit. The guarantor shall guarantee payment of all specific charges for telephone facilities and services covered by the guarantee arrangement from the date the guarantee arrangement is entered into. The guarantor's obligation will cease six months after the Customer moves to another exchange or discontinues service or upon 30 days written notice by the guarantor to the Company if paid in full at that time.

Where the Customer's business is of a hazardous or temporary nature, the Company may adjust the deposit or guarantee requirement and bill the Customer on other than a monthly basis with a corresponding adjustment in the deposit or guarantor requirements.

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RULES AND REGULATIONS (Cont'd)

F. BILLING AND PAYMENT ARRANGEMENTS (Cont'd)

4. Deposits (Cont'd)

i. Deferred Payment Agreement

In lieu of a cash deposit or guarantee, an applicant for new residential service who has an outstanding account accrued within the last six years with the same utility shall have the right to receive service from the Company under a deferred payment agreement for the outstanding account.

A deferred payment agreement is available to residential subscribers unable to pay an outstanding bill in full. The terms include a reasonable initial payment and installment payments to pay the outstanding bill within a reasonable time. No finance charge is applicable. Collection costs will be added.

Any payment made by a Customer in compliance with a deferred payment agreement will first be considered in payment of the previous outstanding account with any remainder credited to the current bill. If a telephone subscriber has not fulfilled the terms of a deferred payment agreement, the Company shall have the right to disconnect the telephone service upon at least five calendar days written notice and under such circumstances the Company shall not be required to offer subsequent negotiation of a deferred payment agreement prior to disconnection.

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GENERAL TERMS AND CONDITIONS

RULES AND REGULATIONS (Cont'd)

G. APPLICATIONS FOR BUSINESS AND RESIDENCE SERVICE

1. Applications for service and facilities made verbally or in writing become contracts upon the establishment of the service or facility.
2. Any change in rates or regulations prescribed by a public authority having jurisdiction modifies all terms and regulations of contracts to the extent of such change.

H. APPLICATION OF BUSINESS AND RESIDENCE RATES

1. General
  - a. Although the location at which a Customer's telephone service is established or the type of directory listing desired may in most cases serve as a satisfactory basis for determining whether business or residence rates apply, determination whether such service should be classified as business or residence depends on the character of use to be made of the service.
  - b. When it is determined that a Customer with residence service is using the service in such a manner that it should be classified and charged for as a business service under the following provisions, the Company will discontinue the service of such Customer in the event the Customer refuses to permit his/her service to be classified as business service and pay the applicable business rates/charges.

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## GENERAL TERMS AND CONDITIONS

## RULES AND REGULATIONS (Cont'd)

## H. APPLICATION OF BUSINESS AND RESIDENCE RATES

## 2. Business Rates

Service is classified and charged for as business service at all locations where the use is primarily or substantially of a business, professional, institutional or occupational nature, or where a business listing is furnished.

## 3. Residence Rates

Service is classified and charged for as residence service where the primary use is of a social or domestic nature and where the business use, if any, is merely incidental.

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RULES AND REGULATIONS (Cont'd)

I. DIRECTORIES

1. Ownership and Use

Telephone directories distributed by the Company remain the property of the Company and shall be surrendered upon request or upon delivery of the of the subsequent issue.

2. Distribution

The Company will revise and distribute directories annually except for special cases allowed by the Public Service Commission of Wisconsin when the number of changes and new listings do not warrant such action. When an abnormally large number of changes and new listings occur, a shorter interval may be used. Directories will be distributed without charge for each local access line. Additional directories will be furnished at the discretion of the Company and a reasonable charge may apply.

3. Listings

The Company will, where practicable, include all listings for a local calling area within a single volume. When such listings are not furnished, information will be provided in the directory as to the method of obtaining these listings.

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GENERAL TERMS AND CONDITIONS

RULES AND REGULATIONS (Cont'd)

I. DIRECTORIES (Cont'd)

4. Cover Information

The directory front cover will be printed to include:

- a. the Company name,
- b. exchange or exchanges included in the directory,
- c. month and year issued,
- c. area code, and
- d. common governmental emergency numbers (on inner or outer face).

5. Prominently Displayed Directory Information

The following information will be prominently displayed on front information pages:

- a. the warning on obtaining telecommunications service by fraud Section 943.45, Wisconsin Statutes,
- b. a warning that nuisance calls are prohibited by Section 947.01, Wisconsin Statutes,
- c. a list of extended area service points,
- d. repair service number, and
- e. pertinent instructions for the use of local, extended area, extended community calling and toll service.

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## GENERAL TERMS AND CONDITIONS

## RULES AND REGULATIONS (Cont'd)

## I. DIRECTORIES (Cont'd)

## 6. Yellow Pages Advertising

The Company assumes no liability whatever for damages arising from errors or omissions in the making up or printing of the advertising section (yellow pages). The only action taken in this case would be the cancellation of the charges and refunding of any charges already paid for the directory advertising in question.

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RULES AND REGULATIONS (Cont'd)

**J. USE AND OWNERSHIP OF COMPANY PROVIDED EQUIPMENT ON CUSTOMER'S PREMISES AND RIGHT OF ACCESS THERETO**

1. Equipment and facilities on the Customer's premises necessary to the furnishing of service, excluding power wiring and outlets for which the Customer is responsible, may be provided by the Company except as expressly provided in sections of this Tariff, and all work of installation, relocation, changing and maintenance of such equipment and facilities on the Customer's premises is done by the Company. Equipment and facilities furnished by the Company on the Customer's premises are the property of the Company, whose agents and employees shall have the right to enter the premises at any reasonable hour for the purpose of installing, inspecting or repairing, upon termination of the service, or removing Company equipment and facilities,
  
2. Except as otherwise provided in this Tariff, equipment, instruments and lines are not to be used for performing any part of the work of transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid any party other than the Company or licensed other common carrier, without the written consent of the Company. However, Customers who furnish telephone service to guests or patients, may recover billed charges of the Company for local and toll messages placed by guests or patients. Also, any federal, state, or local governmental entity (including counties, cities, towns and villages) may authorize any other governmental entity to use its telecommunications equipment or service, and may recover for such use a portion of the charges billed by the Company to it for such equipment or service.

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RULES AND REGULATIONS (Cont'd)

J. USE AND OWNERSHIP OF COMPANY PROVIDED EQUIPMENT ON CUSTOMER'S PREMISES AND RIGHT OF ACCESS THERETO (Cont'd)

3. The Company undertakes to maintain and repair the facilities which it furnished to Customers. The Customer shall be responsible for damages to facilities of the Company caused by the negligence or willful act of the Customer or authorized user. The Customer or authorized user may not rearrange, disconnect, remove or attempt to repair, or permit others to rearrange, disconnect, remove or attempt to repair any equipment installed by the Company except as authorized in other sections of this Tariff or upon written consent of the Company.
4. The Customer will be responsible for any damage to the facilities on the Customer's property and may be disconnected for non-payment of repair costs.

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GENERAL TERMS AND CONDITIONS

RULES AND REGULATIONS (Cont'd)

K. INITIAL PERIOD OF SERVICE

Unless otherwise specified herein or elsewhere in the Company's Tariffs, the minimum contract period for exchange service is one month from the date service is established and the minimum charge is the established rate for one month.

L. LIMITED CONVERSATION

The Company reserves the right to limit the length of conversation or data connection when necessary in times of high use resulting in a shortage of facilities.

M. MAINTENANCE AND REPAIRS

The Company undertakes to maintain and repair Company facilities on the Customer premises, usually consisting of , but not limited to, the drop wire, protector, wire termination or Network Interface (NI). The Customer shall be responsible for damages to facilities of the Company caused by the negligence or willful act of the Customer or authorized user. The Customer or authorized user may not rearrange, disconnect, remove or attempt to repair or permit others to rearrange, remove or attempt to repair any facilities owned by the Company except as authorized in other portions of this Tariff or upon written consent of the Company.

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**RULES AND REGULATIONS (Cont'd)**

**N. OBLIGATION TO ESTABLISH IDENTITY**

The calling party (or Customer) shall establish his identity in the course of any communication as often as may be necessary.

The calling party (Customer) shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called telephone.

**O. OBLIGATION TO FURNISH SERVICE**

The Company's obligation to furnish service is dependent upon its ability to secure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment.

**P. OVERTIME WORK OR WORK PERFORMED OUTSIDE REGULAR WORKING HOURS**

Except as specified in other sections of this tariff, the rates and charges specified contemplate that all work on the Customer's premises be performed during regular working hours and that such work once begun will not be interrupted by the Customer. If a Customer requests that such work be performed outside of regular working hours, either to meet his convenience or because the time allowed is insufficient to permit completion during regular working hours, or interrupts such work which has begun, the Customer may be required to bear any additional costs incurred.

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GENERAL TERMS AND CONDITIONS

RULES AND REGULATIONS (Cont'd)

Q. TELEPHONE NUMBERS

The Customer has no property right in telephone numbers or any right to the establishment or continuance of service through any particular central office. Telephone numbers and the central office designation, or both, may be changed by the Company whenever exigencies of the business so require. If customers in a joint account disagree about a telephone number, neither party will receive the number.

R. TERMINATION OF SERVICE

Contracts for service or facilities may not be terminated except upon advance notice (written or verbal) to the Company, at which time there is due and payable all unpaid charges or guarantees for the period the service, equipment, or facilities have been furnished and all applicable minimum and termination charges.

S. TRANSMITTING MESSAGES

In connection with general and dispatching service, the Company does not undertake to transmit messages, but offers the use of its facilities for communications between its Customers.

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GENERAL TERMS AND CONDITIONS

## CUSTOMER PREMISES WIRE

## A. GENERAL PROVISIONS

1. Customer Premises Wire and standard jacks associated with Residence and Business Single Line Basic Exchange Service may be provided by either the Customer or the Customer's assignee. (For purposes of administration the term Basic Exchange Service includes Single Line Centrex C.O. service.)
2. Customer Premises Wire as used in this paragraph is wire including associated connectors, blocks and jacks, on a Customer's premises that extends between the termination of the Basic Exchange Service and those standard jack locations to which terminal equipment can be connected for access to the Basic Exchange Service.
3. Customer Premises Wire provided by the Customer may be connected to Residence and Business Single Line Basic Exchange Service furnished by the Company either at the Network Interface (NI) or at any Company-provided miniature modular standard jack located elsewhere on the premises.
4. The Network Interface (NI) for the connection of Customer Premises Wire consists of a miniature modular standard jack and is provided as part of the Basic Exchange Service. This Network Interface (NI) will be installed on the Customer's premises at a location determined by the Company which is accessible to the Customer. Wherever practicable, the normal location of the Network Interface (NI) would be in close proximity to the protector or equivalent where the Company facilities enter the Customer's premises.
5. Company owned wire maintained by the Customer remains the property of the Company.

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CUSTOMER PREMISES WIRE (Cont'd)

**B. RESPONSIBILITY OF THE CUSTOMER**

1. Where the Customer elects to provide or maintain the wire and standard jacks, the installation must be in accordance with the Technical Standards and Guidelines as found in FCC Part 68, Article 800, entitled Communication Circuits, of the National Electric Code and building and electrical codes in the jurisdictions served by the Company.
2. In the event that the Customer provides, maintains or attempts to maintain wire, the Customer will indemnify and defend the Company and its officers, directors, agents, servants and employees and save them harmless from and against any and all claims, losses, expenses or suits (including costs and attorneys' fees) for the injuries to or death of persons and for damage to property or services and from all liens, losses, expenses or claims of any sort arising out of or resulting from the Customer's provision, maintenance or attempted maintenance of wire or any associated activities, except when resulting from the negligence of the Company.
3. In those instances where the Company makes a repair visit to the Customer's premises and the service difficulty or trouble results from Customer-provided wire that is not in accordance with the technical standards for such wire, the Customer is responsible for the payment of the appropriate non-recurring charge(s).
4. In those instances where the Company makes a repair visit to the Customer's premises and the service difficulty is due to a condition in Customer-provided terminal equipment, rather than Customer-provided wire, a Maintenance of Service Charge, as specified in Section 3 in this Tariff, will apply.

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CUSTOMER PREMISES WIRE (Cont'd)

**B. RESPONSIBILITY OF THE COMPANY**

Information on Technical Standards and Guidelines for Customer provision of Premises Wire are available upon request from the Company.

**C. VIOLATION OF REGULATIONS**

1. Where Customer-provided or maintained wire is in violation of this Section of the Tariff, the Company will promptly notify the Customer of the violation and will take such immediate action as is necessary for the protection of the Telecommunications Network and Company employees.
2. The Customer shall discontinue use of Customer provided wire or correct violation and notify the Company in writing within ten days after receipt of such notice that the violation has been corrected.
3. Failure of the Customer to discontinue such use or to correct the violation will result in the suspension or disconnection of the Customer's service until such time as the Customer complies with the provisions of this section of the Tariff.

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## CUSTOMER PREMISES WIRE (Cont'd)

## D. TECHNICAL STANDARDS AND GUIDELINES FOR CUSTOMER-PROVIDED WIRE

## 1. Scope

- a. Customer Premises Wire should adhere to published minimum technical, material and workmanship standards applicable to the provision of same premises wiring for connection to Residence and Business Single Line Basic Exchange Service.
- b. Customer Premises Wire installed in accordance with this Section of the Tariff and FCC Part 68 shall be tested under the acceptance tests specified in FCC Part 68.

## 2. Means of Connection to the Network

- a. The physical and electrical demarcation between Customer Premises Wire and the Telecommunications Network is a Company-provided Standard Network Interface (SNI) or other Company-provided registration program jack.
- b. For those premises which only have hardwired connecting blocks or non-modular jacks, the Customer must first obtain and install a modular converter which will serve as a network interface and be used for connection of the wire.

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GENERAL TERMS AND CONDITIONS

CUSTOMER PROVIDED EQUIPMENT

A. GENERAL

1. Customer Provided Protective Circuitry and Terminal Equipment may be connected at the Customer's premises to facilities provided by the Company for use with the telecommunications service upon proof of compliance to the following conditions:
  - a. The Customer must comply with Part 68, Sub-Part B of the Federal Communications Commission (FCC) rules and regulations.
  - b. The Protective Circuitry and Terminal Equipment must comply with Part 68 of the Federal Communications Commission (FCC) rules and regulations.
2. Customer provided terminal equipment not conforming with Part 68 of the Federal Communication's Rules and Regulations may be connected to the Company's facilities for telecommunications service via protective circuitry if provided by the Company. The charges of such protective circuitry will be based upon the Company's costs plus contribution.

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GENERAL TERMS AND CONDITIONS

## NONUTILITY MERCHANDISING

### A. GENERAL

Nonutility Merchandising is the sale or lease of equipment or services under terms which are not regulated by the Public Service Commission.

### B. EQUIPMENT AND SERVICES TO BE PROVIDED UNDER NONUTILITY MERCHANDISING:

1. All equipment that may be used directly or indirectly with any type of telephone service or ancillary equipment used directly or indirectly with any type of telephone service including but not limited to telephones, mobile telephone equipment, private branch exchange systems, alarms, paging systems, pagers, computers, modems, electronic equipment and any ancillary equipment including inside wiring.
2. Services shall include any and all service related to maintaining, repairing, installing and removing any equipment that may be used directly or indirectly in conjunction with any type of telephone service provided by the Company.

### C. GEOGRAPHIC AREA SERVED

Geographic Area Served shall include the service area of the Company and any area beyond that service area that the Company's management deems reasonable considering the competitive nature of the merchandising.

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GENERAL TERMS AND CONDITIONS

TEMPORARY SUSPENSION OF SERVICE

A. GENERAL

1. Upon request, local exchange telephone service may be temporarily suspended. Temporary Suspension of Service enables a Customer to continue a listing in the directory, reserve his telephone number and plant facilities for future use. Temporary Suspension of Service offers a Customer reduced rates for periods where service is not needed such as inactive seasonal periods or times a Customer leaves on vacation.
2. Service may be suspended temporarily prior to the expiration of the initial service period; however, the rate which applies for suspension shall not reduce the total rates/charges applicable to the initial 30 day minimum service period.
3. Temporary Suspension of Service is not available to Foreign Exchange Service, certain portions of PBX services, or during any service period required by a contract between the Company and the Customer.
4. The minimum period of Temporary Suspension of Service is one (1) month.
5. The maximum period of Temporary Suspension of Service is six (6) months in each annual period,
6. Temporary Suspension of Service does contemplate suspension of part of the service, such as suspending incoming calls. If for any reason a Customer's service is not disconnected and should a Customer use the telephone service during a monthly billing cycle in which service is temporary suspended, the Customer will be billed the full rate for the month in which the telephone usage occurred.

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### TEMPORARY SUSPENSION OF SERVICE (Cont'd)

#### A. GENERAL (Cont'd)

##### 7. Temporary Suspension of Service of a Portion of Service

A Customer with Private Branch Exchange service or key telephone service may temporary suspend a portion of the service furnished. Such temporary suspension is applicable only to such exchange lines or trunks as can be temporarily suspended without suspension of the entire service.

##### 8. Temporary Suspension of Service of an Entire Service

A Customer for any grade of local residence or business service may temporarily suspend the entire service furnished.

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AMERY TELCOM, INC.

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GENERAL TERMS AND CONDITIONS

TEMPORARY SUSPENSION OF SERVICE (Cont'd)

**B. RATES AND CHARGES**

1. Rates for Temporary Suspension of Service

The rate applicable during the period of suspension is 50 % of the local billed monthly rate for services requested.

2. Service Connection Charges for Temporary Suspension of Service

A reconnection Charge is applicable when service is placed on Temporary Suspension of Service and reactivated.

All install charges are applicable when service is removed from Temporary Suspension of Service and later restored.

3. End User Common Line Charge (EUCL)

The rate to be charged for the End User Common Line (EUCL) during the period of suspension is 50% of the EUCL monthly rate.

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GENERAL TERMS AND CONDITIONS

CONSTRUCTION CHARGES

A. GENERAL

1. Construction Charges are non-recurring charges made to Customers under certain conditions, as hereinafter set forth, to cover all or a portion of the unusual costs involved in the establishment or continuation of service and are in addition to the rate for the class of service furnished and any Service Connection Charges, mileage charges or other charges that may apply in accordance with the Local Exchange Tariffs.
2. Except as otherwise provided herein, the rules and regulations in this Section of the Tariff contemplate usual construction, i.e., the type and route of construction which the Company would provide for the area and for the quality and class of service involved.
3. Deposits or advance payments covering Construction Charges may be required at the time the application for service is made.
4. Any poles, conduit, cable or other telephone plant provided at the expense of the Customer, on either a public highway or on private property, are the property of the Company, are maintained and replaced by the Company, and shall not be used by the Customer for any purpose except upon approval of the Company.
5. With the approval of the Company, arrangements may be made for the payment of construction charges spread over as many as twelve (12) monthly installments. Customers paying Construction Charges on this basis who discontinue service are required to pay a termination charge equal to the Construction Charges still due.

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GENERAL TERMS AND CONDITIONS

CONSTRUCTION CHARGES (Cont'd)

A. GENERAL (Cont'd)

6. All rates and charges appearing in the Company's tariffs provide for the furnishing of service when suitable facilities are available, or where the construction of the necessary facilities does not involve unusual costs. When an applicant in any exchange of the Company desires construction of an extension of facilities to make telephone service available to prospective business or residence building units, the applicant may be required to pay in advance all or a part of the cost of the plant extension project. For a three-year period after completion of such a plant extension, the Company shall refund to the applicant a proportionate part of the cost the applicant contributed to the project, as other Customers occupying building units are connected to the extension.
7. The provisions of this Section of the Tariff do not apply where installation, replacement and/or other charges are made to Customers for construction on continuous private property.

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GENERAL TERMS AND CONDITIONS

CONSTRUCTION CHARGES (Cont'd)

**B. PRIVATE RIGHT-OF-WAY**

When an applicant is so located that it is necessary to use a private right-of-way to furnish service and the Company is unable to obtain the required right-of-way without cost, the applicant may be required to pay the entire costs involved in securing such right-of-way.

**C. CONSTRUCTION ON PUBLIC HIGHWAYS OR OTHER EASEMENTS**

All construction on public highways is furnished, owned and maintained by the Company.

**D. TEMPORARY CONSTRUCTION**

Where Temporary Construction is necessary to provide service, the Customer will be required to pay a construction charge equal to the estimated net cost of installing and removing the temporary construction.

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GENERAL TERMS AND CONDITIONS

CONSTRUCTION CHARGES (Cont'd)

E. SPECIAL TYPES OF OUTSIDE CONSTRUCTION

1. Description

All rates and charges quoted elsewhere in this tariff provide for the furnishing of Telecommunications Service when (1) suitable facilities are available, and (2) the revenue to be derived from the service is sufficient to warrant the Company assuming the usual cost of providing the necessary facilities. If these conditions are not met and the Company assumes unusual costs to provide telecommunications facilities, Special Construction Charges are applicable to pay all or a portion of unusual costs.

Special Construction Charges are applicable to provide, rearrange, or reroute entrance facilities on private property for each of the following conditions:

- a. When at the request of the applicant/Customer, the Company pushes pipe, augers, trenches or when resurfacing is required, to cross gravel, crushed stone, or any hard surfaced area (e.g., street, parking lot, road, alley, or driveway).
- b. When at the request of the applicant/Customer, the Company constructs plant using a route or type other than that which the Company would otherwise utilize in order to provide service for the applicant/Customer.
- c. When the applicant/Customer requests buried service in an area that is normally served by aerial cable, greater than six pair, and the required trenching and back fill or conduit is not provided by the Customer.

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GENERAL TERMS AND CONDITIONS

CONSTRUCTION CHARGES (Cont'd)

E. SPECIAL TYPES OF OUTSIDE CONSTRUCTION (Cont'd)

1. Description (Cont'd)

- d. When the applicant/Customer requests the Company to repair/maintain conduit on private property. Ducts in underground conduit required by the Company are reserved for its exclusive use.
- e. When the applicant/Customer requests a change, rearrangement, move or replacement of existing facilities.
- f. When the applicant/Customer requests the Company to construct facilities to provide service where there is no other requirement for the facilities so constructed, the applicant/Customer shall pay the costs of such construction.
- g. When a trench is used for Special Types of Outside Construction and the trench is shared by one or more of the utilities providing service to the property, and the Company is billed a pro rata share by one of the other utilities, such charges will be passed on to the applicant/Customer.

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GENERAL TERMS AND CONDITIONS

CONSTRUCTION CHARGES (Cont'd)

F. SPECIAL TYPES OF INTERIOR CONSTRUCTION

1. Description

All rates and charges quoted elsewhere in this tariff provide the furnishing of network service(s) when (1) suitable facilities are available, and (2) the revenue to be derived from the service is sufficient to warrant the Company assuming the usual Cost of providing the necessary facilities. If these conditions are not met, the provisions of this section apply to provide entrance cable, riser cable/Intrabuilding Network Cable, and Network Terminating Wire (hereafter referred to as cable) in buildings to provide telecommunications facilities.

If required, the applicant/Customer shall provide conduit in buildings or air plenums to provide telecommunications facilities.

2. Application of Special Construction Charges

Special Construction Charges are applicable for each of the following conditions:

- a. When at the request of the applicant/Customer, the Company provides for the penetration of fire walls or drills holes in concrete, masonry, metal walls, and floors.
- b. When at the request of the applicant/Customer, the Company provides any structural work necessary for housing and supporting cable and assorted equipment.
- c. When at the request of the applicant/Customer, the Company provides for fire stopping and sealing of pathways through floors and walls to comply with building and electrical codes.

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## CONSTRUCTION CHARGES (Cont'd)

## F. SPECIAL TYPES OF INTERIOR CONSTRUCTION (Cont'd)

## 2. Application of Special Construction Charges (Cont'd)

- d. When at the request of the applicant/Customer, the Company provides materials for mounting equipment in designated telecommunications equipment areas.
- e. When at the request of the applicant/Customer, the Company provides a pathway to each tenant's premises in a multi-tenant building.
- f. When at the request of the applicant/Customer, the Company provides the appropriate ground connection from the Company's protector to the main electrical ground of the building.
- g. When at the request of the applicant/Customer, the Company provides suitable means for cable to enter the building and to reach any location within the building.
- h. When at the request of the applicant/Customer, the Company rearranges, moves or replaces existing facilities within a building or entering a building.

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## GENERAL TERMS AND CONDITIONS

## SPECIAL SERVICE ARRANGEMENT

## 1. DESCRIPTION

Special equipment and service arrangements, for which provision is not otherwise made in this tariff, is furnished whenever practical, if in connection with and not detrimental to any of the services furnished by the Company under this tariff. Charges/rates are based on costs when such a Special Service Arrangement is required to meet the unique requirements of a small number of Customers. A minimum charge is applicable for the processing of a request for a Special Service Arrangement whether or not service as requested is furnished.

## 2. CHARGE

Special Service Arrangement Processing Charge

Per Request

\$95.00

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GENERAL TERMS AND CONDITIONS

PROMOTIONAL SERVICE OFFERING

A. DESCRIPTION

1. A Promotional Service Offering is a special service offering to Customers used as an inducement to utilize the tariff service(s) of the Company.
2. The Promotional Service Offering tariff filing process consists of a promotional waiver form. The promotional waiver form describes the service to be promoted, the rates and/or charges waived, and the dates of the promotion.
3. Upon Commission notification of the proposed promotional waiver, a copy of the form is filed in the Company's tariff

B. TARIFF FILING PROCESS

1. Except as specified in 2. following, promotional waiver forms are filed in this Section of the Tariff by amendment number following this tariff sheet. The amendment number, which is assigned by the P.S.C. of W., appears in the upper right hand corner of the promotional waiver form.
2. Promotional waiver forms normally appear following this tariff sheet, however, there may be instances when the promotional waiver information is contained within the tariff of a specific product/service. Some tariffs may contain terms/regulations that provide for a waiver of the rates/charges when a central office is newly equipped to provide an existing tariffed service. Additionally, new services may be introduced to the market with tariff provisions that provide for a promotional service waiver.
3. The promotional waiver form should be removed from the tariff upon expiration of the promotional period.

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GENERAL TERMS AND CONDITIONS

FIELD TRIALS

A. DESCRIPTION

The Company, as part of its utility undertaking, may from time to time conduct field trials of a new or existing service(s) to selected customers. The results of the field trial are used to determine whether a service or change in service is attractive to customers and if it should be offered to all customers. The results of a field trial may also be used to evaluate a customer's acceptance of various rate levels and/or rate structures and provide evaluation of trial promotions. This process may also be used to determine if the technology used to provide the service is compatible with the technologies employed by the customer's equipment. The results of the field trial will be a factor used by the Company in determining whether or not to offer a new service, to determine if a promotion should be extended to the total market, or in developing effective promotions for application in the total market.

B. REGULATIONS

1. The Company will conduct field trials on service(s) anticipated to be offered under tariff.
2. The Company may inform the Commission upon commencement of a field trial, except that should the service subject of the field trial present privacy implications, notice will be provided in advance of the field trial.

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GENERAL TERMS AND CONDITIONS

FIELD TRIALS (Cont'd)

B. REGULATIONS (Cont'd)

3. The Company should provide the following information for field trials:
- (a) A description of the field trial.
  - (b) The purpose or objective statement of the field trial.
  - (c) The duration of the field trial.
  - (d) The number and/or types of Customers to be included in the field trial.
  - (e) The intended rates/charges for the field trial offering unless ICB rates/charges are used.
  - (f) The rates/charges being waived if the field trial is a promotion.

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GENERAL TERMS AND CONDITIONS

FIELD TRIALS (Cont'd)

B. REGULATIONS (Cont'd)

4. Customers participating in a field trial will be advised of the terms and conditions of payment, if any, prior to the commencement of the field trial.
5. Following the completion of a field trial, in the event that the service subject of the field trial is not offered under a general tariff, Customers participating the field trial may be allowed to continue to receive the service where discontinuance of service would be disruptive to the Customer's operations if possible. Where applicable, the right to post-trial continuing service in the absence of a general tariff offering will be established with the Customer at the inception of the field trial. Rates for service subject to trial promotional discounts not adopted, as a general tariff offering will revert to the standard tariff rates at the conclusion of the field trial.
6. Field trial promotions involving discounts from tariffed rates or waivers of tariffed non-recurring charges will be limited in scope to that level necessary to allow evaluation of the parameters being tested.

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Form 10 Rate

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Form 10 Rate

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**GENERAL TERMS AND CONDITIONS****TELECOMMUNICATIONS UTILITY INDIVIDUAL CONTRACTS****A. DESCRIPTION**

1. In accordance with section 196.194 of the Wisconsin State Statutes, the Company may enter into a contract(s) with individual Customers to provide services and offerings in markets where substitute and/or competitive services are available to such Customers, or potential Customers, whereby the absence of a contract may cause the Company to be disadvantaged in competing for business. The specific features and facilities for the services listed in B. following may vary among Customers.
2. By reason of the above, the Company will cause each individual contract or contract revision to be:
  - a. Notification- The Company may provide written notice to the Commission of the general nature of the contract and the parties to the contract if contract is substantial.
  - b. Compensatory - Total charges to the customer will exceed the Company's appropriate cost to provide the service to the specific customer.
3. The receipt of any contract or amendment to a contract established under this tariff shall not constitute approval of all terms and provisions therein. The Commission retains jurisdiction to investigate on its own motion or upon complaint any contractual term or provision under which the tariffed service is offered, and to take any necessary action pursuant to such investigation, including issuing orders.

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TELECOMMUNICATIONS UTILITY INDIVIDUAL CONTRACTS (Cont'd)

B. SERVICES

Telecommunications misc. Service

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SERVICE CHARGES

SECTION 3

TITLE SHEET

Schedule of Service Charges  
Applicable to the Intrastate Services of  
AMERY TELCOM INC

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SERVICE CHARGES

SERVICE CONNECTION CHARGES

A. GENERAL

1. Service Connection Charges are those charges associated with work performed by the Company in connection with the provision of services for a Customer. A Service Connection Charge consisting of one or more of the charges shown in this section of the tariff is applicable for the following activities undertaken at the request of the Customer:
  - a. Connections
  - b. Changes
2. Service Connection Charges are in addition to all other applicable rates and charges associated with the service being provided, except where such application is specifically excluded. Service Connection Charges are in addition to installation, termination or construction charges specifically stated in connection with other services described in other sections of the Company's tariffs.
3. The Service Connection Charges in this section of the tariff also apply for service connection, move or change of miscellaneous services that have non-recurring charge(s).
4. Payment of Service Connection Charges for the initial establishment of service may be required prior to the establishment of service.
5. Service Connection Charges contemplate the work being completed during normal working hours e.g. Monday through Friday 8:00 a.m. to 4:30 p.m. except on holidays. If the Customer requests that work be performed outside of regular working hours on a holiday, or interrupts work once begun, an additional charge(s) based on the additional cost(s) involved will apply.

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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

B. DEFINITIONS

1. Access Line

Access Line or Network Access Line is the line between the serving Central office and the Customer's premises.

2. Change

Change is the rearrangement of service for an existing Customer.

3. Connection

The term "Connection" denotes the establishment of telephone service. A move of existing service to a different premise requires a connection.

4. Connecting Device

The term "Connecting Device" denotes the Network Interface (NI), protection device or wire termination which connects the Company's Network Access Line(s) to the Customer provided wiring and equipment.

5. Move

A move is the transfer of service from one location to another in the same premises where there is no interruption of service other than is incident to the work involved

Discontinuance of service in one location and the reconnection in another is not considered as a move but is a new connection and is subject to Service Charges and/or installation charges and/or termination charges.

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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

C. SERVICE ORDER CHARGE

1. The Service Order Charge is a charge that is made for each service order issued by the Company as required by Customer requests for initial or supplementary services.
2. The Service Ordering Charge is broken down into the following three categories:

a. Initial Service Order Charge

The Initial Service Order Charge applies to each Customer request for work done in connecting new or additional central office lines, tie trunks, or private lines.

b. Subsequent Service Order Charge

The Subsequent Service Order Charge applies to each Customer request for work done in moving, changing, or adding to existing service at the Customer's present location. It does not include connecting new or additional central office lines, tie trunks, or private lines.

c. Record Order Charge

The Record Order Charge applies to each Customer request for work done which only involves changing the Company's records. This charge does not apply when a Customer registers Customer-owned equipment, requests a credit card.

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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

C. SERVICE ORDER CHARGE (Cont'd)

3. A single service order will be issued for all work or service ordered to be performed or provided at the same time on the same premises. Service ordering charges apply separately where business and residence services are located on the same premises.
4. Unless otherwise specified, the appropriate Service Ordering Charge is applicable for a Customer's order for service, and is in addition to any other non-recurring charge(s) which may be applicable for the service furnished.
5. The Service Order Charge is not applicable to bill name charge made by the same Customer. A directory listing name change may be made at the same time as the service order charge was applied and no additional charge will be applied. Any other additions, moves or changes in service requested at this time will be subject to the appropriate Service Charges.

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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

D. CENTRAL OFFICE LINE CONNECTION CHARGE

1. The Central Office Line Connection Charge is the charge that applies for the connection and/or rearranging of exchange lines.
2. The Central Office Line Connection Charge is also applicable for making and changing connections to distribution facilities between the Central office and the Customer's premises including necessary cross connections and line and station transfers.
3. The Central Office Line Connection Charge(s) is not applicable when service and facilities are assumed prior to discontinuance and without lapse in rendition or of charges and payment of service, in the case of a change in name and/or interest.

E. CENTRAL OFFICE WORK CHARGE

1. The Central Office Work Charge applies to work performed in the central office to change existing service.
2. The Central Office Work Charge is applicable for:
  - a. Telephone number change on local exchange lines or trunks made at the Customer's request.
  - b. Rearrangement of an existing Central office Line allowing either Touch Calling Service or Custom Calling Service features.

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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

F. PREMISES VISIT CHARGE

1. The Premises Visit Charge is applicable whenever a Company employee is sent to do an installation, move or rearrangement of the Company's facilities for the Customer.
2. The Premises Work Charge is applicable whenever a Company employee is sent to the Customer's premises as requested by customer.

G. NETWORK INTERFACE CHARGE

1. The Network Interface (NI) is a Company provided jack located on the Customer's premises in close proximity to and on the Customer's side of the protector or other termination point.
2. The Network Interface (NI) Charge is applicable for the installation, rearrangement and maintenance of Network Interfaces except as specified in H. following.

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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

H. APPLICATION OF SERVICE CONNECTION CHARGES

1. Service Connection Charges are not applicable for rearrangements made at the initiative of the Company or changes required for maintenance.
2. The Company will provide a miniature interface (modular) Network Interface (NI) on the Customer's premises, at no charge, for Single Line Residence and Single Line Business Basic Exchange Service under the following circumstances:
  - a. To establish service when a premises visit is required.
  - b. On repair or service activity when a premises visit is required - if time permits.
3. When an upgrade in the class, type or grade of service is made, only the Service Order Charge is applicable.
4. Service Connection Charges, including Federal and State taxes, are not applicable for providing a second exchange line when the second exchange line is requested by hearing-impaired Customers to use Two Line Voice Carryover as defined in the Wis. Admin. Code PSC 160.02 (12).

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AMERY TELCOM INC

Utility Name

## SERVICE CHARGES

## SERVICE CONNECTION CHARGES (Cont'd)

## I. CHARGES

## 1. Service Order Charges

Non-recurring  
Charge

## a. Business, per request

Initial Service Order Charge	\$35.00
---------------------------------	---------

Subsequent Service Order Charge	13.50
------------------------------------	-------

Record Order Change	10.00
---------------------	-------

## b. Residence, per request

Initial Service Order Charge	\$35.00
---------------------------------	---------

Subsequent Service Order Charge	13.50
------------------------------------	-------

Record Order Charge	10.00
---------------------	-------

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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

I. CHARGES (Cont'd)

2. Central Office Line Connection Charges

		Normal Working <u>Hours</u>	After Normal Working <u>Hours</u>	Sundays & <u>Holidays</u>
a.	Business, per central office line or trunk	\$20.00	*	*
b.	Residence, per central office line	20.00	*	*

3. Central Office Work Charges

a..	Business, per central office line or trunk	\$12.00	*	*
b.	Residence, per central office line	12.00	*	*

4. Premises Visit Charge

a.	Business, per central office line or trunk	\$25.00
b.	Residence, per central office line	25.00

\*These services are not normally offered after hours or Sundays and holidays. In special circumstances, the after hours charge will be one and a half times the normal charge. The Sunday and holiday charge will be two and a half times the normal charge.

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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

I. CHARGES (Cont'd)

		Normal Working <u>Hours</u>	After Normal Working <u>Hours</u>	Sundays & <u>Holidays</u>
5.	Network Interface Charge (Miniature Interface - modular)			
a.	Business, per central	\$35.00	*	*
b.	Residence	35.00	*	*

\*These services are not normally offered after hours or Sundays and holidays. In special circumstances, the after hours charge will be one and a half times the normal charge. The Sundays and holidays charge will be two and a half times the normal charge.

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Utility Name

## SERVICE CHARGES

## MAINTENANCE SERVICE CHARGE

## A. DESCRIPTION

The Maintenance of Service Charge applies for each repair visit to a Customer's premise in connection with a service difficulty when it is determined that the difficulty was due to a condition in Customer provided terminal equipment.

## B. CHARGES

	Normal Working <u>Hours<sup>1</sup></u>	After Normal Working <u>Hours</u>	Sundays & <u>Holidays</u>
Business Service	\$50.00	\$54.00	\$72.00
Residence Service	50.00	54.00	72.00
Private Line and Special Circuits	54.00	80.00	135.00

NOTE: If the Company makes a repair visit to the Customer's premises and the NI is not installed at the Customer's premises, the Company will install a NI, at no charge, if time permits.

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SERVICE CHARGES

RESTORAL OF SERVICE CHARGE

A. DESCRIPTION

1. The Restoral of Service Charge applies to each Customer request for reconnection of service after the service has been temporarily disconnected due to nonpayment of charges or a violation of the regulations of the Company, provided the contract for service has not been terminated or the order to remove the service has not been issued and completed. Such service will be restored upon the payment of the Restoral of Service Charge. The Restoral of Service Charge is in addition to any charges due for current service and facilities furnished up to the date of suspension.
2. In cases where the service has been removed from the subscriber's premises due to discontinuance of service or nonpayment of charges or to violation of the regulations of the Company, service is re-established only upon payment of the charges that would apply for a new installation for a new Customer.
3. These charges are in addition to any charges due for current services and facilities furnished up to the date of suspension of service.

B. CHARGES

Business, Per request	\$25.00
Residence, Per request	25.00

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SERVICE CHARGES

RETURNED CHECK CHARGE

A. DESCRIPTION

The Returned Check Charge is a non-recurring charge that is applicable when a check is presented in payment for services and is subsequently returned by the bank unpaid,

B. CHARGE

Returned Check Charge                      \$15.00

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SERVICE CHARGES

## LINK-UP SERVICE

## A. DESCRIPTION

Link-Up Service is a residence service offering that waives the regulated non-recurring charges associated with establishing, moving, or reconnecting a residence network access line. Federal, state, county and local taxes applicable to the waived non-recurring charges will also be waived.

## B. REGULATIONS

1. The Link-Up Service waiver is limited to individuals receiving benefits from the state administered income assistance programs as specified in s. PSC 160.02(8), Wis. Adm. Code.
2. The Link-Up Service waiver is not available to Customers who are dependents for federal income tax purposes as defined in 26 U.S.C. Section 152 (1986) unless the subscriber is more than 60 years of age.
3. The Link-Up Service waiver is applicable when a residence network access line is initially established, moved from one premises to another premises, or reconnected.
4. The Link-Up Service waiver is only applicable for the first residence network access line in the Customer's principle place of residence.
5. The Link-Up Service waiver is only applicable to non-recurring charges charged for during the Telephone Company's normal working hours. Additional non-recurring charges for work performed by the Telephone Company out of normal working hours will be charged to the Customer.

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SERVICE CHARGES

## LINK-UP SERVICE (Cont'd)

## B. REGULATIONS (Cont'd)

6. Link-Up Service Customers must complete and remit any required query authorization form(s) requested by the Telephone Company or forfeit eligibility for Link-Up Service.
7. Eligibility for the Link-Up Service waiver must be verified by the Telephone Company by finding the Social Security Number and name of the listed Customer in active records of the Department of Workforce Development or the Wisconsin Department of Revenue.
8. Customers who claim eligibility for the Link-Up Service waiver at the time service is ordered but cannot verify eligibility will be billed the applicable non-recurring charges.
  - a. These Customers, however, will receive a grace period for the payment of the applicable non-recurring charges until the due date of the second bill following the installation of the service.
  - b. The Telephone Company shall periodically perform an eligibility verification check during the 60 day period from the date service is connected. If the Customer's eligibility cannot be confirmed within the 45 days, the Customer shall be notified in writing of the situation.
  - c. A credit shall be issued for the appropriate non-recurring charges once eligibility has been confirmed.

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SERVICE CHARGES

LINK-UP SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

9. Customers who have paid the non-recurring charges for establishing service or moving their network access line may receive a credit under the Link-Up Service waiver providing that a claim is filed with the Telephone Company within 60 days following the installation of the service and that all other terms and conditions of this offering are met.

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SERVICE CHARGES

## MOVABLE PREMISES SERVICES

## A. DESCRIPTION

1. Telecommunications Service for Movable Premises, recreational vehicles, boats at marinas, etc., is furnished by means of Basic Exchange Service terminated in a weatherproof Network Interface (NI) at or near the point where service is furnished. The rates and charges, as specified in C. following, are applicable for the provision of Telecommunications Service extended from the Company's distribution terminal/pedestal at marinas to the NI located on the pier for boat service.
2. Mobile homes are considered permanent-type installations and as such are not considered to be Movable Premises.
3. Temporary construction sites are considered to be Movable Premises. The rates and charges, as specified in C. Following, are applicable for the provision of Telecommunications Service extended from the Company's distribution terminal/pedestal to the NI located on the construction site.

## B. REGULATIONS

1. Conduit, if required, for Movable Premises will be furnished and installed by or at the expense of the Customer. The Customer is required to provide suitable housing for all portable telecommunication facilities when not in use.

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SERVICE CHARGES

## MOVABLE PREMISES SERVICES (Cont'd)

## B. REGULATIONS (Cont'd)

2. Telecommunications facilities required for Movable Premises Services, up to and including the Network Interface (NI) are installed by the Company and maintained by it when in its territory.
3. Directory Listings will be provided in connection with the service to Movable Premises where such listing will facilitate the use of the service.
4. Established minimum service periods are applicable for service(s) provided for Movable Premises.

## C. RATES AND CHARGES

1. The appropriate Premises Work Charges are applicable for the installation and maintenance of moveable Premises Service.
2. If a weather proof Network Interface (NI) is required, Premises Work Charges and a material charge for the NI are applicable for the installation and maintenance of the NI.

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EXCHANGE ACCESS SERVICES

SECTION 4

TITLE SHEET

Schedule of Rates, Charges  
and Regulations Applicable to  
Exchange Access Services of  
AMERY TELCOM INC

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## EXCHANGE ACCESS SERVICES

## EXCHANGE RATES

## A. NETWORK ACCESS LINE RATES

Monthly

Business Line, One-party Touch Tone, each	\$14.00
Residence Line, One-party Touch Tone, each	9.00
Lines, with Trunk Hunting in addition to Business or Residential Line Charge	5.00

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EXCHANGE ACCESS SERVICES

## EXTENDED AREA SERVICE (EAS)

## A. DESCRIPTION

- Exchange Service, consisting of Network Access Lines and flat rate service, is provided within a defined Local Service Area. The Local Service Area for a Network Access Line(s) is the Exchange Area.
- Extended Area Service (EAS) defines the Local Service Area within which Telecommunications Service Customers in two different Exchange Areas may call each other at the charges and/or rates for a local call.
- The Extended Area Service (EAS) arrangements for the Company's Exchanges are:

From:

Amery (268)  
Amery (268)  
Amery (268)  
Amery (268)  
Amery (268)  
Clayton (948)  
Clayton (948)  
Clayton (948)  
Clayton (948)  
Deer Park (269)  
Deer Park (269)

To:

Clayton (948)  
Deer Park (269)  
Clear Lake (263)  
Turtle Lake (986)  
Fox Creek (857)  
Amery (268)  
Clear Lake (263)  
Turtle Lake (986)  
Prairie Farm (455)  
Amery (268)  
Clear Lake (263)

- New EAS codes to the above service areas will be added when a new contract between the provider and Amery Telcom are enforced.

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EXCHANGE ACCESS SERVICES

## LIFELINE SERVICE

## A. DESCRIPTION

1. Lifeline Service is a residence service offering that provides a discounted monthly rate to Customers who qualify for low-income assistance programs as defined in s. PSC 160.02(8), Wis Adm. Code.
2. Lifeline Service provides a monthly discount to eligible residence Customers that have a network access line (including Extended Area Service), touch-tone service, 911 Service (billed on the Customer's telephone bill), and the End User Common Line Charge (EUCL). If the Customer has measured service, 120 local calls are provided. Extended Community Calling (ECC) Service is not included in Lifeline Service.
3. Lifeline Service monthly rates for residence Customers are established according to s. PSC 160.062(1), (2) and (3), Wis Adm. Code.

## B. REGULATIONS

1. Lifeline Service is only available for residence Customers with a single line Network Access Line.
2. Lifeline Service is not available to Customers who are dependents for federal income tax purposes as defined in 26 USC 152 (1986), unless the Customer is more than 60 years old.
3. Lifeline Service Customers must complete and remit any required query authorization forms requested by the Company or forfeit eligibility for Lifeline Service.

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EXCHANGE ACCESS SERVICES

LIFELINE SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

4. Eligibility for Lifeline Service must be verified by the Company by finding the Social Security Number and name of the listed Customer in active records of the Department of Workforce Development or the Wisconsin Department of Revenue.
5. Reconfirmation of Eligibility for Lifeline Service
  - a. Reconfirmation of eligibility for Lifeline Service will be done at least once each year.
  - b. If a Customer cannot reconfirm eligibility for Lifeline Service, eligibility will continue until the next bill date following failure to meet the eligibility requirements.
  - c. When the Low Income Household Energy Assistance Program is one of the Customer's qualifying low income assistance programs, the eligibility for Lifeline Service shall continue until the bill date in the next December following the close of the heating season. At that time, if eligibility cannot be re-verified by the Company, Lifeline Service will be removed from the Customers bill.
  - d. When the Wisconsin Homestead Tax Credit is one of the Customer's qualifying low income assistance programs, the eligibility for Lifeline Service shall continue until the bill date in the next June following the end of the tax year. At that time, if eligibility cannot be re-verified by the Company, Lifeline Service will be removed from the Customers bill.

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EXCHANGE ACCESS SERVICES

## LIFELINE SERVICE (Cont'd)

## B. REGULATIONS (Cont'd)

6. Lifeline Service will appear as a credit or rate reduction on the Customer's bill on the next bill date following the date the Customer applied for Lifeline Service. When the Customer's eligibility precedes the previous bill, credit will also be given on one month's prior bill.
7. A Lifeline Service Customer cannot be disconnected for the non-payment of toll charges.
8. If Call Blocking Service is available and the Customer has elected Call Blocking Service, a Service Deposit cannot be collected to establish Lifeline Service. If Call Blocking Service is not available, the Company may require a Service Deposit to establish Lifeline Service.

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## EXCHANGE ACCESS SERVICES

## LIFELINE SERVICE (Cont'd)

## C. RATES AND CHARGES

The applicable monthly rate for Lifeline Service is determined by the sum of the rates for the services specified in 1. following and applying a credit based on the sum of the credits as specified in 2. following.

## 1. Lifeline Service

Residence Network Access Line (including EAS) at the rate specified elsewhere in this tariff.

Touch Calling Service (if applicable) at the rate specified elsewhere in this tariff.

911 Service (if billed on the Customer's telephone number).

End User Common Line (EUCL) Charge.

## 2. Lifeline Service Credits

End User Common Line (EUCL) Charge as specified in the NECA Tariff.

Federal Lifeline support credit as specified by the Federal Communications Commission (FCC) for Universal Service Support for Low-Income Consumers.

State Lifeline support credit as specified by the Public Service Commission of Wisconsin in Wis. Admin. Code PSC 160.062.

## 3. Lifeline Service Monthly Credit

The Lifeline Service monthly credit is \$10.00.

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EXCHANGE ACCESS SERVICES

## EXTENDED COMMUNITY CALLING (ECC) SERVICE

## A. DESCRIPTION

Extended Community Calling (ECC) Service provides for the completion of local messages between a Customer located in an Exchange operated by the Company and Customers located in different Exchanges in accordance with the regulations and rates set forth in the following.

## B. SCOPE OF THE EXTENDED COMMUNITY CALLING AREA

## 1. Standard ECC Area

- a. The ECC area for a Company Exchange consists of all other Exchanges within the State of Wisconsin within the same LATA, including those of other Local Exchange Companies, not included in the Extended Area Service area of the Exchange, that are either adjacent to the Exchange or are within 15 airline miles of the Exchange.

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## EXCHANGE ACCESS SERVICES

## EXTENDED COMMUNITY CALLING (ECC) SERVICE (Cont'd)

## B. SCOPE OF THE EXTENDED COMMUNITY CALLING AREA (Cont'd)

## 1. Standard ECC Area (Cont'd)

- b. ECC is provided from the following exchanges to the listed ECC calling NNX codes.

<u>Exchange</u>	<u>ECC Calling Points</u>	<u>NNX Codes</u>
Amery	Star Prairie	248
Amery	Centuria	646,640
Amery	Dresser	755
Amery	Milltown	825
Amery	Osceola	294
Amery	St. Croix Falls	483
Clayton	Almena	357
Clayton	Cumberland	822
Clayton	Deer Park	269
Clayton	Fox Creek	857
Deer Park	Clayton	948
Deer Park	New Richmond	243,246
Deer Park	Star Prairie	248
Deer Park	Hammond	796
Deer Park	Glenwood City	265,565
Deer Park	Somerset	247

- c. Other NNX codes maybe added as contracts for the exchange of tariff is completed.

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EXCHANGE ACCESS SERVICES

EXTENDED COMMUNITY CALLING (ECC) SERVICE (Cont'd)

B. SCOPE OF THE EXTENDED COMMUNITY CALLING AREA (Cont'd)

2. Exceptions to Standard ECC Areas

a. Exclusions to Standard ECC Areas

Notwithstanding the regulations in 1. above, for the following Company Exchanges, the listed Exchanges are excluded from the Standard ECC Area of the Exchange:

<u>Exchange</u>	<u>Excluded Exchange</u>
	None

b. Additions to Standard ECC Areas

In addition to the Extended Community Calling Area for an Exchange as defined in 1. above, the ECC Area of the following Company Exchanges include the listed Exchange(s):

<u>Exchange</u>	<u>Additions</u>
	None

3. Extended Community Calling (ECC) Service is not available for WATS and 800 Services.

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EXCHANGE ACCESS SERVICES

EXTENDED COMMUNITY CALLING (ECC) SERVICE (Cont'd)

C. RATES

1. Basic Rates

Rates for ECC messages consist of a charge per minute. The per minute charge applies for each minute with a fraction of a minute being charged as a full minute of call duration. Call duration begins when the connection is established between the calling telephone and the called telephone.

Call duration ends when the calling telephone "hangs up" thereby releasing the network connection. If the called telephone 'hangs up' but the calling telephone does not, call duration ends when the network connection is released either by automatic timing equipment in the telephone network or by the Operator. ECC per minute rates are shown as follows:

a. ECC Message Rates

Per minute or fraction thereof	Residence Service	\$0.05
	Business Service	0.05

2. Operator Assisted ECC Calls

Where an ECC call is completed utilizing the assistance of an operator or operator services capability, in addition to the charges specified in 1. above, Operator Assisted Service Charges apply as specified in Wisconsin Bell, Inc. P.S.C. of W. Tariff 20, Part 11, Section 6.

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**EXCHANGE ACCESS SERVICES****EXTENDED COMMUNITY CALLING (ECC) SERVICE (Cont'd)****C. RATES (Cont'd)****3. ECC Message Detail Billing**

- a. Customers may request one message detail ECC bill per calendar year at no charge.
- b. Additional message detail ECC bills will be charged as follows:

**Per Month**

Residence Service	\$3.00
Business Service	3.00

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EXCHANGE ACCESS SERVICES

OFF PREMISES EXTENSION SERVICE

A. GENERAL

1. Off Premises Extension Service may be furnished in connection with all classes and grades of local voice only exchange service except Payphone Provider Service.
2. When either the main or extension station line is located at a business classification, business rates/charges apply to both stations.
3. Off Premises Extension Station Lines located outside the building in which the main service is terminated will be furnished under the following conditions:
  - a. Only where facilities will permit satisfactory transmission and signaling. Rates and charges for additional facilities may be required to maintain satisfactory service.
  - b. May be located on the premise of another Customer provided the other Customer has his own separate exchange service at the same location.
  - c. May be located on the premises of another Customer for answering purposes only if the other Customer has no separate service at the same location.
4. Charges will be based upon the mileage between the locations of the primary and extension locations(s).

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EXCHANGE ACCESS SERVICES

OFF PREMISES EXTENSION SERVICE (Cont'd)

B. COSTS ARE COMPUTED AS FOLLOWS:

1. Cost of construction as required.
2. ICB agreement as needed.

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EXCHANGE ACCESS SERVICES	
EXCHANGE AREA BOUNDARY MAPS	
EXCHANGE	
CODE	
• Central Office	
■ Exchange Area Boundary Line	
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CENTRAL OFFICE OPTIONAL FEATURES

SECTION 5

TITLE SHEET

Schedule of Rates, Charges  
and Regulations Applicable to  
Central Office Optional Features of  
AMERY TELCOM INC

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CENTRAL OFFICE OPTIONAL FEATURES

## CUSTOM CALLING SERVICES

## A. DESCRIPTION

Custom Calling Services are basic exchange telecommunications services that consist of one or more of the optional service features.

## B. FEATURE DESCRIPTIONS

## 1. Call Forwarding (Variable)

An arrangement whereby incoming calls may be transferred to another telephone number by dialing a code and the telephone number of the service to which calls are to be transferred. The activation/deactivation of this feature is controlled by the Customer (variable). Calls forwarded by this feature are subject to all applicable local and long distance charges. These calls are also subject to transmission limitations.

## 2. Call Forwarding Busy Line (Variable)

An arrangement that transfers all incoming calls attempting to terminate to a Customer's line, when the line is busy, to another telephone number. The activation/deactivation of this feature is controlled by the Customer (variable). Calls forwarded by this feature are subject to all applicable local and long distance charges. These calls are also subject to transmission limitations

## 3. Call Forwarding No Answer (Variable)

An arrangement that forwards incoming calls to another telephone number when the line is not answered within a specified number of rings. An optional distinctive dial tone may be provided as an activation reminder. The activation/deactivation of this feature is controlled by the Customer (variable). Calls forwarded by this feature are subject to all applicable local and long distance charges. These calls are also subject to transmission limitations

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CENTRAL OFFICE OPTIONAL FEATURES

## CUSTOM CALLING SERVICES (Cont'd)

## B. FEATURE DESCRIPTIONS (Cont'd)

## 4. Call Transfer

An arrangement that allows the Customer to transfer a call to another telephone number without remaining on the line.

## 5. Call Waiting

A Customer who is using an exchange line arranged for Call Waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. Depressing the receiver switchhook will "hold" the first call so that the waiting call can be answered. Alternation between calls is accomplished by depressing the receiver switchhook.

## 6. Cancel Call Waiting

An arrangement that allows the Customer to cancel Call Waiting before or during a telephone call. Call Waiting is restored when the Customer hangs up the telephone.

## 7. Speed Calling

Provides for the calling of a regular telephone number by dialing an abbreviated code. Two arrangements are available, either an 8-code capacity or a 30-code capacity, but not both on the same line. Up to 30 digits may be stored for each telephone number.

## 8. Three-Way Calling

Permits an existing call to be held and a second call to be established and added to the connection for conferencing. Conference calls made with this service are subject to some transmission limitations.

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CENTRAL OFFICE OPTIONAL FEATURES

## CUSTOM CALLING SERVICES (Cont'd)

## C. REGULATIONS

1. Custom Calling Services are offered only to Single Line Residence and Business basic exchange service Customers served by central offices equipped to provide such service.
2. Unless specified otherwise, Custom Calling Services are not available with Payphone Provider Service and Direct Inward Dialing (DID) Service.
3. A feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, appropriately equipped central offices.
4. It shall be the responsibility of the Customer to provide terminal equipment (CPE) compatible with Custom Calling Services.
5. Variations in central office equipment and the activation of other central office features by the called and/or calling party may cause differences in the operation of Custom Calling Features.
6. Custom Calling Service for Customers with a Disability
  - a. Customers with a certified disability who require one or more Custom Calling features in order to receive telephone service that is comparable to essential telephone service provided to other Customers, shall receive Custom Calling Service(s) at no charge/rate.

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## CUSTOM CALLING SERVICES (Cont'd)

## C. REGULATIONS (Cont'd)

## 6. Custom Calling Service for Customers with a Disability (Cont'd)

- b. Disability means a physical or sensory impairment that limits or curtails an individual's access to or usage of telecommunications service. "Disability" includes a speech, vision, hearing or motion impairment that limits an individual's ability to handle telecommunications equipment

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CENTRAL OFFICE OPTIONAL FEATURES

CUSTOM CALLING SERVICES (Cont'd)

D. APPLICATION OF RATES AND CHARGES

1. The record Service Order Charge and the Central Office Work Charge are applicable for adding Custom Calling Service(s) to an existing Customer's Network Access Line. Custom Calling Service(s) installed simultaneously with the establishment of a primary service will be included with the normal Service Connection Charges.
2. The record Service Order Charge and the Central Office Work Charge is applicable per Network Access Line when adding Custom Calling Services to existing Network Access Lines

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**CENTRAL OFFICE OPTIONAL FEATURES****CUSTOM CALLING SERVICES (Cont'd)****E. RATES AND CHARGES**

1. The rates and charges following are for Custom Calling Features only and are in addition to any applicable Service Connection Charges, monthly rates and non-recurring charges for access lines and other services or equipment with which they are associated.
2. The rates and charges for Custom Calling Features are:

Monthly Rate Per Line

Call Forwarding (Variable)	\$2.50
Call Waiting	2.50
Cancel Call Waiting	Free w/ Call Waiting
Speed Calling	
8 Codes	2.50
30 Codes	5.00
Three Way Calling	2.50

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CENTRAL OFFICE OPTIONAL FEATURES

ADVANCED CUSTOM CALLING SERVICES

A. DESCRIPTION

Advanced Custom Calling Services are basic exchange telecommunications services that consist of one or more of the optional service features described in Section B. following.

B. FEATURE DESCRIPTIONS

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## CENTRAL OFFICE OPTIONAL FEATURES

## ADVANCED CUSTOM CALLING SERVICES (Cont'd)

## 1. Caller ID Services

## a. Caller ID/Calling Number Service

An arrangement that provides for the display of the incoming telephone number on a Customer- provided device attached to the Customer's access line or on a telephone or answering machine equipped with a built-in-display screen. Caller ID Service will forward the calling number from the appropriately equipped terminating central office to the Customer provided display device. The Company will forward all telephone numbers subject to technical limitations.

## b. Caller ID/Calling Number and Name Service

An arrangement, when available, that provides for the display of the incoming telephone number and name associated with that telephone number on a Customer- provided device attached to the Customer's access line or on a telephone or answering machine equipped with a built-in-display screen. Unless blocking is activated, the telephone numbers and names associated with most calls originating from appropriately equipped Central Offices will be displayed including private listing.

## c. Caller ID Blocking

Prevents Customer's telephone number from being made available to the party you are calling. A special code must be dialed prior to making a call.

## d. Caller ID - Call Waiting

An arrangement that provides for the display of the identity of the calling party (Call Waiting) when the Customer has a call in progress on a Customer provided display device attached to a Customer's access line.

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CENTRAL OFFICE OPTIONAL FEATURES

ADVANCED CUSTOM CALLING SERVICES (Cont'd)

B. FEATURE DESCRIPTIONS (Cont'd)

2. Customer Originated Trace

An arrangement that allows the Customer to dial a code that prints out the telephone number in the central office of the calling party when referred to The Law Enforcement Agency. Upon the Customer's request, the trace information will be provided to that law enforcement agency by the Company, but will not be released directly to the Customer. By accepting the service, the Customer agrees that the Company shall not be liable for damages due to an inability to trace call(s). There is a charge for activation of this service.

3. Other advanced customer features will be added as available.

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CENTRAL OFFICE OPTIONAL FEATURES

ADVANCED CUSTOM CALLING SERVICES (Cont'd)

C. REGULATIONS

- 1 Unless specified otherwise, Advanced Calling Services are offered to Single Line Residence and Business exchange service Customers served by central offices arranged to provide such service.
2. A feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, appropriately equipped offices.
3. To activate a feature, the Customer must dial a Company designated code.
4. Advanced Custom Calling Service are not available with the following services:
  - a. Payphone Provider Service
  - b. Charge -A-Phone Service
  - c. Wide Area Telephone Service
5. It shall be the responsibility of the Customer to provide terminal equipment (CPE) compatible with Advanced Custom Calling Services.
6. All CPE used to interface with Caller ID is required to conform with Technical Reference Specifications as used by the Company.
7. Variations in central office equipment and the activation of other central office features by the called and/or calling party may cause differences in the operation of features.

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CENTRAL OFFICE OPTIONAL FEATURES

ADVANCED CUSTOM CALLING SERVICES (Cont'd)

C. REGULATIONS (Cont'd)

8. The Company's liability arising out of the provision of any Advanced Custom Calling Feature, including, but not limited to the delivery or non-delivery of calling numbers, is limited as stated in Section 2. of this Tariff
9. Caller ID Service does not display a directory number for operator assisted calls, out of area calls, or calls marked private by the originator.
10. An originating caller's calling directory number may not be displayed at the called party under the following conditions:
  - a. The calling number will not be displayed if the called party is off the hook. The called party must be on-hook to receive the caller's data. If the Customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call will not be displayed unless the Customer subscribes to Caller ID with Call Waiting and has the correct equipment for this feature. The called party of the second incoming call will receive a call waiting tone.
  - b. The calling number will not be displayed if the called party answers the incoming call during the first ring interval.

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CENTRAL OFFICE OPTIONAL FEATURES

ADVANCED CUSTOM CALLING SERVICES (Cont'd)

C. REGULATIONS (Cont'd)

11. Prior to the introduction of Caller ID Service in a central office, the Company will notify Customers served by that office of its intention to provide Caller ID Service, the date on which the service will be operational, and the availability and operation of the free per-call blocking feature.

The Company will also provide information regarding the Caller ID display, so Customers can understand the effect blocking will have on a call and that blocking will not affect the operation of the emergency telephone system.

The Company will provide the telephone number of a Customer service representative who is able to answer questions about the Caller ID Service.

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CENTRAL OFFICE OPTIONAL FEATURES

## ADVANCED CUSTOM CALLING SERVICES (Cont'd)

## C. REGULATIONS (Cont'd)

## 12. Caller ID Blocking Services

## a. Per-Call Blocking

- (1) Free Per-Call Blocking Service will be available, where technically feasible, to Residence and Business Customers who are served from appropriately equipped central offices. Customers may prevent delivery of their telephone number to Caller ID subscribers on a per-call basis by activating the appropriate Caller ID activation code prior to placing the call.
- (2) Per-Call Blocking capability is not available with Public and Semi-Public Telephone Service, Customer Owned Coin Operated Telephone Service or DID Service.

## b. Per-Line Blocking

- (1) Per-Line Blocking Service will be available, where technically feasible, at no charge to the following Customers:
  - (a) Any person protected by an injunction, temporary restraining order, or other court order relating to domestic abuse, harassment, or child abuse issued by any magistrate or judge in any jurisdiction in the United States.

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CENTRAL OFFICE OPTIONAL FEATURES

## ADVANCED CUSTOM CALLING SERVICES (Cont'd)

## C. REGULATIONS (Cont'd)

## 12. Caller ID Blocking Services (Cont'd)

## b. Per-Line Blocking (Cont'd)

## (1) (Cont'd)

(b) Upon written request to the Company, to domestic violence victim's service programs; battered women's shelters, other organizations that provide a safe haven for victims of domestic violence; and any municipal, county, state or federal law enforcement agency, fire department, public social service agency or parole office within an area where Caller ID is offered.

(2) Per-Line Blocking eligible individuals may order Per-Line Blocking for any access line, regardless of whether or not he or she is the listed subscriber for that access line, with a simple statement to the Company, either orally or in writing, to the effect that the access line will be used by the eligible person.

(3) With a written request to the Company, free Per-Line Blocking should be made available for the residential access line of any staff member employed by an eligible organization, or any residential access line designated by an eligible organization as serving a victim of domestic violence.

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CENTRAL OFFICE OPTIONAL FEATURES

## ADVANCED CUSTOM CALLING SERVICES (Cont'd)

## C. REGULATIONS (Cont'd)

## 12. Caller ID Blocking Services (Cont'd)

## b. Per-Line Blocking (Cont'd)

- (4) An eligible public safety agency may obtain free Per-Line Blocking for any access line it designates, regardless of whether the agency is the listed subscriber, with a written request to the Company to the effect that the access line will be used by that eligible agency for its official purposes.

An eligible agency may also obtain free Per-Line Blocking for any individual where the agency determines Per-Line Blocking is necessary to prevent a threat of violence, or protect the safety of any person in that subscriber's household.

- (5) Per-Line Blocking is not available with Payphone Provider Service or DID Service.

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CENTRAL OFFICE OPTIONAL FEATURES

ADVANCED CUSTOM CALLING SERVICES (Cont'd)

D. APPLICATION OF RATES AND CHARGES

1. The record Service Order Charge and the Central Office Work are applicable for adding Advanced Custom Calling Service(s) to an existing Customer's Network Access Line. Advanced Custom Calling Service(s) installed simultaneously with the establishment of a primary service will be included with the normal Service Connection Charges.
2. The record Service Order Charge and the Central Office Work Charge is applicable per Network Access Line when adding Advanced Custom calling Services to existing Network Access Lines

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ADVANCED CUSTOM CALLING SERVICES (Cont'd)

E. RATES AND CHARGES

- The rates and charges following are for Advanced Custom Calling Services only and are in addition to any applicable Service Connection Service Charges, monthly rates, and non-recurring charges for access lines and other services or equipment with which they are associated.
- The rates and charges for Advanced Custom Calling Features are:

Monthly Rate <sup>1</sup>  
Per Line

Caller ID Services

Caller ID/Calling Number and Name Service	\$5.00
Caller ID with Call Waiting (includes Call Waiting)	9.00
Customer Originated Trace	5.00

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**CENTRAL OFFICE OPTIONAL FEATURES****TOUCH CALLING SERVICE****A. GENERAL**

1. Touch Calling Service provides for the origination of telephone calls through the use of telephones equipped with a group of push buttons in lieu of a rotary dial
2. The service is standard to any grade of business or residence service.

**B. RATES and CHARGES**

1. Touch tone service is standard service and is part of the local access line.

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CENTRAL OFFICE FEATURES

SECTION 6

TITLE SHEET

Schedule of Rates, Charges  
and Regulations Applicable to  
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CENTRAL OFFICE FEATURES

CALL BLOCKING SERVICE

A. DESCRIPTION

1. Call Blocking Service is an optional service which provides customers with the capability to block originating long distance calls and originating 900 and 976 calls. Originating Extended Community Calling (ECC) Calls may also be blocked in the Exchange.
2. Originating calls will be allowed to be completed to local, EAS, ECC, and 911.
3. Originating blocked calls will reach a Telephone Company-provided intercept.
4. Customers can elect any or all of the following Call Blocking Service Options:

Option 1

Blocks originating one plus (1+) long distance calls including 101XXX, international (011+) calls, and Directory Assistance (DA) calls.

Examples of Option 1 blocked calls are:

- 1 + NPA + XXX-XXX
- 1 + XXX-XXXX
- 5 Digit Carrier Access Code + 1 + NPA + XXX-XXXX
- 5 Digit Carrier Access Code + 1 + XXX- XXXX
- 1 + 555-1212
- 1 + NPA + 555-1212
- 1 + 800 + 555-1212
- 1 + 800 +

Option 2

Calls above except 1 + 800

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AMERY TELCOM INC

Utility Name

CENTRAL OFFICE FEATURES

CALL BLOCKING SERVICE (Cont'd)

A. DESCRIPTION (Cont'd)

Option 3

Blocks originating calls to 900 numbers nationwide and originating calls to 976 numbers within the customer's home NPA. Originating calls to 976 numbers outside the customer's home NPA can be blocked by Option 1 and /or Option 2.

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CENTRAL OFFICE FEATURES

## CALL BLOCKING SERVICE (Cont'd)

## B. REGULATIONS

1. Call Blocking Service is provided subject to the availability of facilities and where conditions permit.
2. In certain exchanges, depending on the availability of facilities, Option 1 may also block originating 1 + 800 calls.
3. Call Blocking Service will only be provided on residence and business basic exchange network access lines.
4. Call Blocking Service does not relieve the customer of responsibility for calls charged to their telephone number(s).
5. Non-recurring charge(s) for Call Blocking Service are not applicable to any individuals or households receiving benefits from one or more of the following State administered income assistance programs:

Aid to Families with Dependent Children (AFDC)

Food Stamps

Title 19 Medical Assistance

Supplemental Security Income (SSI)

Low Income Energy Assistance program

Wisconsin Homestead Tax Credit

(Effective upon notification from the Public Service Commission of Wisconsin that a data base is available for confirmation of eligibility.)

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CENTRAL OFFICE FEATURES

## CALL BLOCKING SERVICE (Cont'd)

## B. REGULATIONS (Cont'd)

6. The Company shall not be liable to the Customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of Call Blocking Service, including without limitation, the inability to access the Operator or any non-toll free number for any purpose. The Customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising from the restriction of telephone calls from the Customer's access line.

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## CALL BLOCKING SERVICE (Cont'd)

## C. RATES AND CHARGES

1. The non-recurring installation charge(s) for Call Blocking Service is not applicable to individuals or households as specified in B. 5. preceding.
2. The non-recurring installation charge(s) for Call Blocking Service is not applicable for the initial request for 900 Call Blocking Service.
3. The following non-recurring installation charge(s) are only applicable for second and subsequent requests for 900 Call Blocking Service to customers who do not qualify for low income assistance programs. The charges for Call Blocking Service are in addition to the rates and charges for any other service required to furnish a communications system.

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## Form 10 Rate

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## CENTRAL OFFICE FEATURES

## CALL BLOCKING SERVICE (Cont'd)

## C. RATES AND CHARGES

	<u>Installation Charge</u>	<u>Monthly</u>
--	----------------------------	----------------

Residence Service, per line	*	\$5.00
Business Service, per line	*	5.00

	<u>Installation Charge</u>	<u>Monthly</u>
--	----------------------------	----------------

D. Customer Request Toll Blocking	*	\$5.00
-----------------------------------	---	--------

\* The Service Order Charge and Central Office Charge applies.

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DATA SPEED SERVICE

## DATA SPEED SERVICE (DSS)

## A. DESCRIPTION

1. DSS is a Single Line Exchange Service that provides Circuit Switched Voice Service and digital connectivity to a high-speed data link(s) for residence service Customers and high-speed data link(s) for business service Customers.
2. DSS is provided by utilizing Asymmetric Digital Subscriber Line (ADSL) technology. ADSL is a network technology that utilizes single line service and special modems to provide high-speed data access. One DSS per a line.
3. DSS consists of central office equipment (a Digital Subscriber Line Access Multiplexer (DSLAM)) and some existing copper facilities extended from the Company's central office to the Customer's premises.
4. DSS is asymmetrical in that more bandwidth is delivered downstream to the Customer than is delivered from the Customer back to the network.

## B. REGULATIONS

1. Provision of Service
  - a. DSS is provisioned over some of the Company's existing copper facilities that provide a connection between the Customer's premises and the Company's central office, which provides access to a high-speed data provider.
  - b. The Company will qualify the DSS between the Company's central office and the Customer's premises. The purpose of the qualification is to determine the availability and suitability of the Company's existing copper facilities to provide this service. The Company will not provision DSS on all facilities or those facilities that are not suitable for Service.

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DATA SPEED SERVICE

## DATA SPEED SERVICE (DSS) (Cont.)

## B. REGULATIONS (Cont.)

- c. The Company does not undertake to originate data, but offers the use of its service components, where available, to Customers for the purpose of transporting customer-originated data.
- d. DSS may be provided subject to availability and limitations of Company's central office and outside plant facilities and is only available where technical capabilities permit.
- e. The Company will not provision DSS if the Company reasonably determines that it is not technically feasible over existing facilities that it will cause interference problems with existing service.
- f. During the Company's network maintenance and software updates period(s), it may be necessary to place the DSS out of service. The Company also reserves the right to temporarily interrupt DSS at other times in emergency situations.

## 2. Temporary Suspension of Service

Temporary Suspension of Service is not offered with DSS

## 3. Minimum Service Period

The Minimum Service Period for DSS is one month, but term agreements are available.

## 4. Responsibility of the Company

The Company will provision DSS for the Customer up to and including the Network Interface (NI).

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DATA SPEED SERVICE

## DATA SPEED SERVICE (DSS) (Cont.)

## B. REGULATIONS (Cont.)

## 5. Responsibility of the Customer

The Customer is responsible for providing compatible Customer provided equipment (CPE) that is used for connection to DSS.

The Customer is responsible for providing the Company with the necessary information to provision DSS.

The Customer is responsible for obtaining permission from its subscriber(s) for the Company's employees or agent to enter the Customer's premises at any reasonable hour for the purpose of installing, inspecting, repairing, or upon termination of service, removing the service components of the Company.

The Customer is responsible for providing protection on their computer(s) to prevent illegal access to their computer(s).

6. If it is determined that DSS is subject to federal jurisdiction, DSS, terms, conditions, rates and charges will be subject to a Federal Communications Commission (FCC) tariff filing.

7. If a customer subscribes to multiple DSS under a term agreement in C., the customer is not subject to an early termination charge if the customer continues to take at least the same number of DSS even if it has end-users discontinue service. The installation charge will be applied to new end-users.

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DATA SPEED SERVICE

DATA SPEED SERVICE (DSS) (Cont.)

C. RATES AND CHARGES

1. A Residence Line or Business Line, as specified in Section 4 in this tariff, is required for each line equipped with DSS.
2. The following rates and charges are in addition to the rates and charges for any other service(s) to furnish a communications system:

	Installation <u>Charge</u>	Per <u>Month</u>
--	-------------------------------	---------------------

Per Line Equipped<sup>1</sup>

DSS month to month	\$ 75.00	\$ 35.00
DSS 1-year term, with a minimum of 20 DSS	75.00	30.00
DSS 2-year term, with a minimum of 200 DSS	75.00	20.00

<sup>1</sup> In addition to the charges for the residence or business line.

3. Early Termination Charge

An early termination charge is applicable if a customer signs-up for DSS under a 1-year and terminates service prior to the end of the 1-year term. The early termination charge is equal to the number of months remaining in the term agreement times the applicable monthly DSS rate times the applicable number of DSS purchased. For example, if a customer signed-up for 20 DSS under a 1-year term and terminates DSS after 10 months, the early termination charge would be \$1,200 = (12 – 10 months) \* \$30.00/month \* 20 DSS.

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CENTRAL OFFICE FEATURES

DIGITAL TRANSPORT SERVICE (DTS)

A. DESCRIPTION

1. Digital Transport Service (DTS) provides voice grade service from the serving Central Office to a customer's premises. DTS consists of a digital interface, located in the Company's Central Office that is connected to a DS1 facility (1.544 Mbps) that terminates on the Customer's premises. DTS supports Direct Inward Dialing (DID) Service and Direct Outward Dialing (DOD).
2. Clear Channel capability is an optional feature of DTS.

B. REGULATIONS

1. Digital Transport Service (DTS) is offered from Central Offices where the Company has arranged facilities for such service.
2. Digital Transport Service is comprised of the following three elements:
  - (1) Digital Interface
  - (2) Trunk Terminations -B1 equivalents
  - (3) DS1 Facility
3. All signals generated by Network Channel Terminations Equipment (NCTE) must comply with the signal and format constraints contained in Bell Communications Research Publications TR-NPL-000054.
4. Availability and functionality of DTS may vary by serving Central Office and switch type. The Company will determine the type of facility installed.

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CENTRAL OFFICE FEATURES

## DIGITAL TRANSPORT SERVICE (DTS) (Cont'd)

## B. REGULATIONS (Cont'd)

5. Customers who choose this service are restricted to only having one PIC per trunk group for InterLATA and one PIC for IntraLATA service.
6. Touch Calling Service is a required feature of DTS.
7. Where facilities are not available, customer will be quoted a construction charge provided this service.
8. Customer equipment is to be compatible with Amery Telcom equipment.

## C. APPLICATION OF RATES AND CHARGES

1. The rates and charges for DS1 Service, as specified in the National Exchange Carrier Association Interstate Access Tariff- FCC No. 5 Section 17.3.8. are applicable for each DS1 interface.
2. Termination charges for DS1 Service, as specified in the National Exchange Carrier Association Interstate Access Tariff- FCC No. 5 Section 17.3.8. are also applicable.
3. DS1 Service is subject to the Federal Communications (FCC) End User Common Line (EUCL) charges under the terms and conditions specified by the FCC. The customer shall be liable for all adjustments to the EUCL as mandated by the FCC.
4. Extended Community (ECC) Service calls and Message Toll Service calls are applicable to calls outside the Local Service Area.
5. The Trunk Connection, as specified in E. following, includes a telephone number when DTS provides for Direct Inward Dialing Service.
6. The T1 Facility Loopback Unit and Mounting serve as the interface between the T1 cable facility and the Customer Premises Equipment (CPE). This unit also provides a maintenance loopback function for T1 transmission lines which can be instrumental in isolating faults in the T1 facility. This device will be required at the customer premises. Customer may provide or one will be provided for a charge. If a customer provides the device it must be Westell A90-310027 or equivalent, be and approved by Amery Telcom.

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## DIGITAL TRANSPORT SERVICE (DTS) (Cont'd)

## D. TERMINATION CHARGES

1. Termination liability is applicable when service, the Digital Interface, is disconnected prior to the contracted period of time.
2. The applicable termination charges are the dollar difference between the appropriate monthly or contracted rate currently obtainable for the number of months the service was actually in service and the Customer's current contracted rate for each month the service was provided.

For example:

A Customer subscribes to a 60-month contract period and disconnects service during the 37<sup>th</sup> month. The Customer's termination charge would be:

$(36 \text{ month contract rate} - 60 \text{ month contract rate}) \times 37 = \text{Termination Charge}$

The 36-month contract rate would have been obtainable for service for 37 months – 36-months at the 36-month contract rate and one month extension also at the 36-month contract rate.

3. All termination charges will be based on the contract rates in effect at the time of termination.

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CENTRAL OFFICE FEATURES

DIGITAL TRANSPORT SERVICE (DTS) (Cont'd)

E. RATES AND CHARGES

	<u>Installation Charge <sup>1</sup></u>	<u>Month to Month</u>	
Digital Interface, each	I.C.B.	\$75.00	
Trunk Termination, each	I.C.B.	26.00	minimum trunks: 10
DS1 Facility <sup>3</sup>	I.C.B.	225.00	
Subsequent Additions and/or Rearrangements <sup>4</sup>			

\*PIR not currently available

NOTE 1: Service Connection Charges, as specified in Section 1 of this tariff, are also applicable.

NOTE 2: Apply the rate(s) for the Month to Month Trunk Termination(s). Minimum service period is 12 months.

NOTE 3: The rates and charges for DS1 Service, as specified in Section 6 in this Tariff, are applicable for each DS1 Interface.

NOTE 4: The Subsequent Service Order Charge (per Customer request) and the Central Office Connection/Rearrangement Charge (per trunk and/or channel) is applicable for subsequent changes and/or rearrangements.)

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CENTRAL OFFICE FEATURES

### DIRECT INWARD DIALING (DID) SERVICE

#### A. GENERAL

Direct Inward Dialing (DID) Service is a central office service that permits incoming calls from the exchange and toll network to be dialed directly to stations associated with Customer-Provided Equipment (CPE). This service is only available analog.

#### B. REGULATIONS

1. Direct Inward Dialing (DID) Service is furnished subject to the availability of central office facilities, telephone numbers, and compatible Customer-Provided Equipment.
2. Direct Inward Dialing (DID) Service must be provided on all trunks in a trunk group arranged for inward service.
3. Operational characteristics of interface signals between the Company provided connecting arrangements and the Customer-Provided Equipment must conform to the rules and regulations the Company considers necessary to maintain proper standard of service.
4. The Company shall not be responsible to the Customer if changes in protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by a Customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
5. Customer-Provided Equipment must be arranged by the Customer to provide for the intercepting of assigned but unused DID Station Numbers.
6. Where DID is requested on more than one group of trunks, each such group shall be considered a separate service.

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CENTRAL OFFICE FEATURES

DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

7. Intercept service on a DID Station Number, listed in the directory, with a referral to a new number will be provided only on a complete disconnect of the entire DID Service. However, at the request of the Customer and at the option of the Company, special intercept service arrangements may be provided. Such arrangements will be priced based on the Company's cost plus contribution.
8. Temporary removal of a telephone number from a DID number block, for use by another Customer, is allowed for a period of time until the directory release or one year, whichever is earlier. All DID Telephone numbers must be returned to the original DID block at that time. Temporary removal of a telephone number from a DID number block, for use by the same Customer, is allowed for an unlimited period of time. At the time a DID number block is permanently removed from service, all telephone numbers which were temporarily removed must be returned to the original DID telephone number block.
9. The assignment of telephone numbers and the sequence of numbers assigned to a customer are made at the discretion of the Company.
10. Customer equipment is to be compatible with Amery Telcom.

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CENTRAL OFFICE FEATURES

DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

C. APPLICATION OF RATES AND CHARGES

1. The rates herein contemplate the use of standard Company equipment and serving arrangements and are in addition to rates and charges for the service with which it is furnished. When equipment or service of a special type is requested and provided, rates and charges are related to the costs involved to meet the individual requirements of each case.
2. Directory listings will be provided as specified in Section 7 of this tariff. DID Station numbers furnished herein are not entitled to free directory listings.
3. DID Service is subject to the Federal Communications (FCC) End User Common Line (EUCL) charges under the terms and conditions specified by the FCC. The Customer shall be liable for all adjustments to the EUCL as mandated by the FCC.
4. A Business Trunk, as specified in Section 4 in this tariff, is required for each DID Trunk Unit located in the Company's central office.

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## Form 10 Rate

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## CENTRAL OFFICE FEATURES

## DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

## D. RATES AND CHARGES

Analog Service

Installation  
ChargePer  
MonthEach DID Trunk with up to  
10 DID Numbers\*

I.C.B.

\$28.00

Temporary Removal and Restoral of  
a DID Station Number from/to an  
Existing DID Station Number Group

Individual Case Basis

NOTE 1: Service Connection Charges, as specified in Section 3 of this Tariff, are also applicable for establishing and rearranging DID Service.

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CENTRAL OFFICE FEATURES

VOICE MAIL SERVICE

A. GENERAL

1. Voice Mail Service is an optional service that provides telephone answering and message retrieval service.
2. Voice Mail Service automatically answers incoming calls when the called number is busy or the called number is not answered. An audible message waiting indication (where available) or visual indication (where available) on a customer provided device, informs the Customer that there are new messages.
3. Voice Mail Service is normally used in conjunction with the optional features: Alternate Answering Service, Busy Line Transfer Service and Message Waiting Tone Service. These optional features are specified elsewhere in this tariff.
4. Voice Mail is a non-tariffed service.

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MISCELLANEOUS SERVICES

SECTION 7

TITLE SHEET

Schedule of Rates, Charges  
and Regulations Applicable to  
Miscellaneous Services of  
AMERY TELCOM INC

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MISCELLANEOUS SERVICES

## DIRECTORY LISTINGS

### A. GENERAL

Directory Listing are provided in the alphabetical section of the telephone directory in accordance with the regulations and rates specified herein.

### B. REGULATIONS

1. A Directory Listing in the alphabetical section of the telephone directory is provided to a customer without charge. Directory Listings are intended primarily for the purpose of identification and are limited to information, which is essential to such identification. Directories are furnished only as an aid to the use of the telephone service facilities, and the Company reserves the right to refuse to insert any Directory Listing in its directories, which does not facilitate directory service. Directory Listings are not provided in connection with Payphone Provider Service. Addresses published are the install address.
2. The length of any Directory Listing is limited to one line by the use of abbreviations when the clearness of the listing and the identification of the Customer are not impaired thereby. When, in the judgment of the Company, more than one line is required to properly list the Customer, additional charge may apply.
3. The Company has the right to refuse to list in the alphabetical section of the telephone directory any listing which does not constitute a legally authorized and adopted name and/or any name which is likely to mislead or deceive the public as to the identity of the Customer, or which is inserted for advertising purpose, or which is more elaborate than is reasonably necessary to identify the Customer. The Company also reserves the right, upon proper showing, to withdraw any Directory Listing which is found to violate this rule.

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MISCELLANEOUS SERVICES

DIRECTORY LISTINGS (Cont'd)

B. REGULATIONS (Cont'd)

4. When a customer contracts for more than one individual line of the same class and at the same location, the second like may not be listed when the use of more than one listing is unnecessary for the efficient handling of the service and they will not be billed for non listed or non published listings.
6. Upon written request, a customer's listing may be omitted from the directory. Connections with such non-published stations are completed only when requested by telephone number.
7. The Company is not liable for damages arising from errors or omissions from its directory, except in cases where a specified charge has been made for a listing and then the liability of the Company shall not exceed the amount of such charges.
8. Business Directory Listings
  - a. A Directory Listing must be the name of the individual, partnership, corporation, firm, association, institution, etc., to whom services are furnished; or the name of a member, officer, employee, or representative thereof.
  - b. The Directory Listing of a service, commodity, or trade name - such as "Coal, 1090 Main Street, 543" - appearing in the sequence of alphabetical names is not permitted.

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MISCELLANEOUS SERVICES

DIRECTORY LISTINGS (Cont'd)

B. REGULATIONS (Cont'd)

8. Business Directory Listings (Cont'd)

- c. When a Customer is engaged in more than one line of business, only the business by which he is best known will ordinarily be included in the business designation.
- d. Double name listings or the use of titles such as "Pres.", "V. Pres.-, Mgr., etc. are not permitted. For example, "City Transfer Co., Wm. Hunt, Manager, 620".
- e. Directory Listings of telephone numbers in churches will not include in the same Directory Listings the name of the church and also that of its pastor or of organizations or societies associated therewith.
- f. A caption Directory Listing, for example, the listing Masonic Temple under which is indented auditorium, banquet room, chapter floor, each with a telephone number, is provided only if necessary for the efficient use of the service; no additional charge is made for the caption listing. The caption must be an essential part of the listings which follow. The names of the individuals are not inserted under a caption but will be shown in their proper alphabetical sequence in the directory except in cases where county or city officials are so listed. Indented Directory Listings which do not materially add to the information contained in the caption or which are designed to advertise the extent of the customer's business are not permitted.

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MISCELLANEOUS SERVICES

DIRECTORY LISTINGS (Cont'd)

B. REGULATIONS (Cont'd)

9. Residence Directory Listings

- a. The primary residence Directory Listing shall include the name of the Customer subscribing to the service and may include, at the request of the Customer, the name of one other adult residing at the same address, having the same last name as the Customer, and sharing the same telephone number with the Customer.
- b. The Directory Listings of a telephone in the residence of a professional person such as a physician, dentist, veterinary surgeon, osteopathic physician, etc., may include his professional degree provided, however, that he also has a business Directory Listing.
- c. The Directory Listing of a telephone in a clergyman's residence or church study may include the abbreviation "Rev." following the clergyman's name except that when the listing includes the professional degree "D.D.", the abbreviation "Rev." is not shown.
- e. No charge applies to the inclusion of an additional name, as provided in paragraph 1 preceding, when requested at the same time service is ordered, or before or within 60 days prior to the close of the directory pursuant to notice by the Company of availability of such listings.

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DIRECTORY LISTINGS (Cont'd)

C. EXTRA LISTINGS

1. Additional Listings, for which a charge is made, are furnished subject to Directory Listings regulations. A line of information in the telephone directory is subject to the same charges for each additional line per month as an Additional Listing.
2. Cross reference Listings are available when both the main and Cross Reference Listings appear in the same alphabetical list, provided the Cross Reference Listing is an aid in rendering telephone service and not designated for advertising purposes. As an aid to the service, Cross Reference Listings may be provided without charge in connection with the service of federal, state or municipal governmental agencies.
3. Directory Listing charges date from the day the information records are posted. At the option of the Customer, information records are posted at the time the order is completed or at the time the Directory Listing appears in the directory. Charges for extra Listings are discontinued upon termination of the main contract for service.
4. Customers whose names are currently spelled in more than one way may arrange for Additional Listings of the name as misspelled when such listings will aid the directory service.
5. After the insertion of an extra listing in the directory, such extra listing service shall not be discontinued during the life of the directory - but not to exceed 1 year - unless the main station service is also discontinued or the party having the extra listing moves from the premises in which the main station is located.

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DIRECTORY LISTINGS (Cont'd)

C. EXTRA LISTINGS (Cont'd)

6. An Alternate Call Listing refers a calling party to certain other telephone numbers after business hours if there is no answer on the first listed number.
7. When the alternate call number is that of another Customer, the listing will be furnished only with written approval of the other Customer.
8. A Foreign Listing may be furnished to Customers receiving service from another exchange who request that their listing be included in the telephone directory of AMERY TELCOM INC.

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MISCELLANEOUS SERVICES

DIRECTORY LISTINGS (Cont'd)

D. SEMI-PRIVATE AND PRIVATE TELEPHONE NUMBER SERVICE:

1 General

At the request of the Customer, a listing or listings (including name, address and telephone number) may be omitted or deleted from the telephone directory. The divulgence of the Customer's telephone number to the public is dependent upon the type of service provided as follows:

(1) Semi-private Telephone Number Service (Non-list):

The Customer listing is omitted or deleted from the telephone directory, but such listings will be carried in the Company's information records, and the number will be given to any calling party upon request.

(2) Private Telephone Number Service (Non-published):

The Customer listing is omitted or deleted from the telephone directory. Only the name and address of the customer will be carried in the Company's information records, and the number will not be given to any calling party.

The initial service period is one month.

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## MISCELLANEOUS SERVICES

## DIRECTORY LISTINGS (Cont'd)

## D. SEMI-PRIVATE AND PRIVATE TELEPHONE NUMBER SERVICE:

## 2. Regulations for Private Telephone Number Service:

- (1) The Company shall not be liable should a private telephone number be divulged inadvertently.
- (2) The Company shall not be liable for failure or refusal to complete any local or long distance call to a private telephone number when the call is not placed by number.

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**MISCELLANEOUS SERVICES****DIRECTORY LISTINGS (Cont'd)****E. APPLICATION OF RATES AND CHARGES**

1. The rates for Semi-Private Telephone Number Service (Non-List) and Private Telephone Number Service (Non-Published) do not apply to the following:
  - a. Payphone Provider Service.
  - b. Special Reversed Charge Toll Service
2. The rate/charge for Additional, Alternate, Cross Reference, or Foreign Listings begins on the day information records are posted.

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MISCELLANEOUS SERVICES

DIRECTORY LISTINGS (Cont'd)

F. RATES AND CHARGES

The following rates apply for Extra Listings and Semi-Private and Private Telephone Number Service:

	<u>Non-Recurring Charge<sup>1</sup></u>	<u>Monthly</u>
1. Additional Listing:		
Business, per listing		\$2.00
Residence, per listing		2.00
2. Alternate Listings:		
Business, per listing		2.00
Residence, per listing		2.00
3. Cross Reference Listing:		
Business, per listing		2.00
Residence, per listing		2.00
4. Semi-private Telephone Number Service (non-list)		
Business, per listing		1.00
Residence, per listing		1.00
5. Private Telephone Number Service (non-published)		
Business, per listing		2.00
Residence, per listing		2.00
6. Foreign Listing		
First Directory Line		2.00
Second and Each Additional Directory Line		2.00

NOTE 1: Service Charges, as specified in Section 3 of this Tariff, are applicable.

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MISCELLANEOUS SERVICES

DIRECTORY ASSISTANCE SERVICE

A. GENERAL

Customers may obtain assistance in determining telephone numbers by calling a Directory Assistance Operator subject to the regulations and charges shown herein.

B. REGULATIONS

1. Charges apply for directory assistance service calls placed for numbers in the local calling area in which the customer receives Local Exchange Telecommunications Service and for numbers in all other exchanges within the Numbering Plan Area (NPA) in which the customer is located. No charge applies when the distant number is obtained by an operator who places and completes an operator station-to-station or person-to-person call for which a charge is made.
2. Rates are for each Business/Residence Line, Key System Trunk, PBX Trunk, Mobile Telephone Unit and outward WATS access line. The application of rates are on a cumulative basis for the total number of lines, PBX Trunks, Mobile Telephone Units and outward WATS access lines billed to the same account.
3. Rates apply to Directory Assistance Service calls from each Centrex Line and dormitory Centrex Line and are not applied on a cumulative basis.
4. Call allowances are not transferable between separate accounts of the same or other customers.

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MISCELLANEOUS SERVICES

DIRECTORY ASSISTANCE SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

5. Except from a charge for Directory Assistance Service are calls originating from accounts being used by certified visually or physically handicapped persons; from Payphone Provider Service telephones or from all Hospitals that equip patient rooms for telephone service.
6. A maximum of two requested telephone numbers is provided with each directory assistance call request.
7. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished, and the Customer shall indemnify and save the Company harmless against all claims, damages, or judgments (including costs and reasonable attorney's fees) that may arise from the use of such information.

C. RATES

The rates shown are in addition to all rates and charges applicable for service and equipment with which this service may be furnished.

Charge Per Call

Directory Assistance Calls

\$0.45

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MISCELLANEOUS SERVICES

PAYPHONE PROVIDER SERVICE

A. DESCRIPTION

1. Payphone Provider Service provides for the use of customer-provided coin operated or coinless telephones. Payphone Provider Service utilizes a voice grade business access line, Basic Coin Transmission Dial Tone Line, to connect the customer-provided equipment to the Company's central office.

B. DEFINITIONS

1. Answer Supervision - Line Side -

An optional feature which provides the capability of determining when positive answer supervision has been returned by the terminating station. This feature is only available from central offices which have been equipped to provide this feature and may be in-compatible with other optional features.

2. Basic Coin Transmission Dial Tone Line -

A network access line used to connect customer-provided coin operated or coinless telephone equipment to and from the telecommunications network.

3. Coin Collection and Return -

Coin signaling is provided by the network. Coin collection occurs when a call is completed. Coin return will return the coins to the calling party when a busy signal or no answer is encountered.

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MISCELLANEOUS SERVICES

## PAYPHONE PROVIDER SERVICE (Cont'd)

## B. DEFINITIONS (Cont'd)

## 4. Coin Supervision Additive -

An optional feature provided from central offices that are equipped to provide this feature. The feature is provided when payphone equipment connected to the Basic Coin Transmission Dial Tone Line requires central office coin supervision capability. This feature provides the capability of central office line equipment to pass signals and/or tones from the Basic Coin Transmission Dial Tone Line to a trunk terminating at the Payphone Provider's operator service provider. These signals enable the operator service provider to recognize coin deposits and coin returns to the pay telephone user. The Coin Supervision Additive feature also permits a suitably equipped operator service provider to automatically ring back the originating local exchange service line upon completion of call.

## 5. Company -

The AMERY TELCOM INC.

## 6. Payphone Provider -

The customer, or the Company, that subscribes to the Payphone Provider Service.

## 7. Selective Class of Call Screening -

An optional feature provided where facilities are available. This screening is provided to alert the operator services system that an originating non-sent paid operator assisted call is to be restricted to collect, calling card, or third party billing.

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MISCELLANEOUS SERVICES

PAYPHONE PROVIDER SERVICE (Cont'd)

C. RULES AND REGULATIONS

1. The Payphone Provider Service is classified as business service. It is subject to the terms, rates and conditions applicable to business service as described elsewhere in this Tariff.
2. Payphone Provider Service may be provided on a measured service basis, or a fixed rate basis. Applicable message charges found in Section D.1.a. will apply in all exchanges equipped with appropriate central office metering equipment. A fixed rate charge as found in Section D. 1, following, will apply in all exchanges not equipped with metering equipment.
3. The maximum of one payphone instrument may be connected to one Basic Coin Transmission Dial Tone Line. Extensions to this line are not permitted. A Payphone Provider must use a separate line for each payphone instrument installed and will be billed the tariffed rate for each line. Off-premise extensions are not permitted.
4. Directory listings may be provided under the regulations which provide for the furnishing of listings for business service.
5. Directories will be provided to the Payphone Provider on the same basis as business access lines.
6. The Company shall not be liable for shortages of coins deposited and/or collected from the Payphone Provider's payphone instrument.
7. The Company shall not be liable for end-user fraud of any nature occurring at, or in association with, the Payphone Provider's payphone equipment.

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PAYPHONE PROVIDER SERVICE (Cont'd)

C. RULES AND REGULATIONS

8. Responsibility of the Payphone Provider

- a. The Payphone Provider is responsible for the installation, operation and maintenance of the customer-provided instrument and any associated equipment such as booths, shelves, directories and any other ancillary equipment. The Payphone Provider is responsible for complying with the requirements of the Americans with Disabilities Act. The Payphone Provider is responsible for providing terminal equipment that is hearing aid compatible and meets all standards for handicapped users as required by law, including height restrictions.
- b. It is the responsibility of the Payphone Provider to insure its terminating equipment is properly equipped if it desires the optional feature, Coin Supervision Additive.
- c. The Payphone Provider is responsible for the payment of all charges originating, or accepted at this service, incurred through the use of the Basic Coin Transmission Dial Tone Line including local messages, toll messages, and calls to directory assistance. The Payphone Provider is responsible for any federal, state, or local taxes on the customer-provided payphone, or on calls made from that payphone.
- d. The customer-provided payphone must be registered in compliance with Part 68 of the FCC's Registration program.

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MISCELLANEOUS SERVICES

PAYPHONE PROVIDER SERVICE (Cont'd)

C. RULES AND REGULATIONS (Cont'd)

8. Responsibility of the Payphone Provider (Cont'd)

- e. The Payphone Provider is responsible for providing at no charge to the caller and without depositing coins;
  - (1) Access to dial tone,
  - (2) Access to 911 emergency services,
  - (3) Access to operators,
  - (4) Access to 800 numbers,
  - (5) Access to 101XXX numbers, and
  - (6) Access to telecommunications relay service calls for the hearing disabled.
- f. The Payphone Provider is responsible for posting and prominently displaying all information required by the Federal Communications Commission, or the Wisconsin Public Service Commission.
- g. The Payphone Provider is responsible for compliance with the Rules and Regulations of the Wisconsin Public Service Commission, or the Federal Communications Commission related to payphone service and equipment.
- h. Disconnection of Payphone Provider Service due to a violation of the tariff will be pursuant to the disconnection procedures found in Chapter PSC 165.052, Wis. Adm. Code, or its successor chapter.

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MISCELLANEOUS SERVICES

PAYPHONE PROVIDER SERVICE (Cont'd)

D. RATES AND CHARGES

The following rates and charges are for Payphone Provider Service only and are in addition to the rates and charges for any other service(s) required to furnish a communications system.

	Non-Recurring <u>Charge</u>	<u>Per Month</u>
1. Basic Coin Transmission Dial Tone Line	1	1
2. Optional Features		
a. Coin Supervision Additive		\$2.21
b. Answer Supervision, Line Side, Per Line		N/A
c. Selective Class of Call Screening, Per Line		N/A

NOTE 1: Tariffed charges for a business access line as specified in Section 4 of this tariff and non-recurring charges as specified in Section 3 of this tariff are applicable to Payphone Provider Services.

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MISCELLANEOUS SERVICES

VOLUME CONTROLLED HANDSET

**A DESCRIPTION**

A Volume Controlled Handset to amplify incoming speech is furnished for use to customers whose hearing is impaired or to assist in overcoming high room noise conditions.

**B. RATES AND CHARGES**

The following rates and charges are for the Volume Controlled Handset only and are in addition to any other applicable monthly rates and non-recurring charges for other services and equipment associated with the Volume Controlled Handset.

Per Month

Volume Controlled Handset, Each

Individual Case Basis or @Cost

- \* The one time charge is available on an optional basis in lieu of regular monthly rates to disabled customers or disabled members of a Customer's household for the Volume Controlled Handset that will help overcome a disability in the use of the telecommunications network. The Volume Controlled Handset provided under this option remains the property of the Company and rights under this option are not transferable. The Company's obligation to furnish new installations or maintain existing installations will cease when this equipment is no longer reasonably available or manufactured.

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SERVICE CONCURRENCE

SECTION 8

TITLE SHEET

Schedule of Rates, Charges  
and Regulations Applicable to Intrastate Services that  
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Concurs

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SERVICE CONCURRENCE

## ACCESS SERVICE

A. CONCURRENCE IN REGULATIONS AND CHARGES OF WISCONSIN STATE  
TELECOMMUNICATIONS ASSOCIATION INC.:

1. The Company concurs in the Access Service Tariff and all future modifications filed by the Wisconsin State Telecommunications Association Inc. and approved by the Wisconsin Public Service Commission except where a non-concurrence is filed or provisions of the Tariff where the Company does not concur as set forth below.
2. The Company does not concur in any section of the Tariff that requires the Company to furnish services or facilities which it does not have or where the furnishing of such services or facilities impair or interfere with the provision of services to the Company's end users.
3. If any provision of said Tariff is in conflict with any Order, Tariff or Rule of the Public Service Commission on billing, deposits or disconnection or any other Order or Rule of the Public Service Commission, that Order or Rule supersedes this Tariff.
4. The Company specifically does not concur in the following sections of the Tariff:

None

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## SERVICE CONCURRENCE

## DEDICATED COMMUNICATIONS SERVICES

## A. CONCURRENCE IN REGULATIONS AND CHARGES OF WISCONSIN BELL, INC.:

1. The Company concurs in the charges/rates and regulations governing Dedicated Communications Services as filed by Wisconsin Bell, Inc. with the Public Service Commission of Wisconsin where applicable.
2. The Company extends this concurrence to any and all rates/changes which may be made subsequent to this date by Wisconsin Bell, Inc.
3. The Company hereby expressly reserves the right to cancel and make void this concurrence at any and at such time as it appears that such cancellation is to the best interest of the Company, subject to such directives of the Public Service Commission of Wisconsin as apply to such cancellation.

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## SERVICE CONCURRENCE

## E911 SERVICE

## A. CONCURRENCE IN REGULATIONS AND CHARGES OF WISCONSIN BELL INC.:

1. The Company concurs in the rates, rules, and regulations governing E911 Service as filed by Wisconsin Bell, Inc. with the Public Service Commission of Wisconsin where applicable.
2. The Company extends this concurrence to any and all changes which may be subsequent to this date by Wisconsin Bell, Inc.
3. The Company hereby expressly reserves the right to cancel and make void this statement of concurrence at any such time as it appears that such cancellation is to the best interest of the Company.

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SERVICE CONCURRENCE

FOREIGN EXCHANGE SERVICE

A. CONCURRENCE IN REGULATIONS AND CHARGES OF SBC OF WISCONSIN:

B. GENERAL

Foreign Exchange Service is exchange service furnished from a central office of an exchange other than the exchange normally serving the area in which the Customer is located.

C. CONCURRENCE

1. The Company concurs in the rates, rules and regulations governing Foreign Exchange Service as filed by SBC of Wisconsin with the Public Service Commission of Wisconsin.
2. The Company extends this concurrence to any and all changes which may be made in the future by SBC of Wisconsin.
3. Foreign Exchange Service will not be provided to an exchange or another telephone company wherein Extended Area Service (EAS) is presently provided and which exchange does not offer "Flat Rate Business Service " within its local calling area.

D. CONSTRUCTION CHARGES

1. Rates, Rules and Regulations governing construction charges as set forth in other Sections of this tariff, apply to any construction necessary within the serving central office area.
2. Foreign Exchange Service Customers are required to pay for all necessary construction from their premises to the exchange boundary of the serving central office.

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SERVICE CONCURRENCE

OPERATOR SERVICES

A. DESCRIPTION

1. The Company concurs with the charges and regulations governing Operator Services, as specified in 2. following, as filed by Wisconsin Bell, Inc. with the Public Service Commission of Wisconsin. Where Applicable

2. The Company concurs with the following operator services as specified in the Wisconsin Bell, Inc. Tariff 20, Part 11, Section 1:

Operator Assisted Local Calls

Operator Assisted Message Toll Service Calls

Operator Station Service Charges

Busy line Verification and Interrupt Service

Information Call Completion Service

B. REGULATIONS

1. The Company extends this concurrence to any and all charges which may be made subsequent to this date by SBC of Wisconsin.
2. The Company expressly reserves the right to cancel and make void this statement of concurrence at any time, as it appears that such cancellation is in the best interest of the Company.

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AMERY TELCOM INC

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RESALE OF LOCAL EXCHANGE SERVICES

SECTION 9

TITLE SHEET

Resale of Local Exchange Services  
Applicable to Intrastate Services of  
AMERY TELCOM INC

Applicable to Service Rendered on and after:  
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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES

A. GENERAL

1. The Company will not prohibit, and will not impose unreasonable or discriminatory conditions or limitations, on the resale of regulated Telecommunications Services at retail rates and/or charges.
2. Telecommunications Services shall be available for resale in each serving exchange area wherever the requested Telecommunications Service is offered, subject to the availability of the service(s) and existing facilities.
3. Upon purchasing Telecommunications Services for resale, the Customer of Record agrees to resell these services in accordance with rates, charges, rules and regulations applicable in the Company's tariff. All services purchased for resale may only be resold consistent with the terms and conditions provided to the Company's end user Customers.

B. DEFINITIONS

1. Company

Company is synonymous with AMERY TELCOM INC.

2. Customer of Record

The Customer of Record, as used within this section of the tariff, shall mean the party of a resale arrangement which contracts directly with the Company for the Telecommunications Services to be resold to End User Clients.

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

B. DEFINITIONS (Cont'd)

3. End User Clients

End User Clients as used within this section of the tariff shall mean the party of a resale arrangement which contracts with a Customer of Record for Telecommunications Services resold pursuant to the provision of this tariff.

4. Exchange Serving Area

The Exchange Service Area is the geographic area served by an exchange, as outlined by an Exchange Area Boundary Map, established for the administration of Telecommunications Services. It consists of one or more central offices and the associated plant used in furnishing Telecommunications Services within the geographic area.

5. Resale

Resale occurs when the Customer of Record subscribes to a Telecommunications Service for the purpose of selling such service(s) to End User Clients or another certified local service reseller for profit.

6. Telecommunications

"Telecommunications" means the transmission, between or among points specified by the user, of information of the user's choosing, without change in the form or content of the information as sent and received.

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

B. DEFINITIONS (Cont'd)

7. Telecommunications Service

“Telecommunications Service” means the offering of Telecommunications for a fee directly to the public, or to such classes of users as to be effectively available directly to the public, regardless of the facilities used.

C. REGULATIONS

1. All applicable rates and charges for such service will be billed to the Customer of Record. The Company will not be responsible for the manner in which the service(s) is used by the End User(s) or how the Customer of Record allocates the rates and/or charges to the End User(s).
2. The Company will only accept service order activity from the Customer of Record on resale arrangements. The Company will respond to repair and maintenance requests from the End User Clients of the Customer of Record, as negotiated between the Customer of Record and the Company. All applicable rates and charges for repair service will be billed as negotiated between the Customer of Record and the Company.
3. The rates and charges for Telecommunications Service(s) that are resold at retail rates and/or charges are specified in the appropriate section of this tariff.
4. The rules and regulations, as specified in the other sections of this tariff, are also applicable to Telecommunications Service(s) that are resold.

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RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

C. REGULATIONS (Cont'd)

5. Service Charges and Installation Charges, as specified elsewhere in this tariff, are applicable to the installation, rearrangement, activation, move or change of Telecommunications Services that are resold.
6. Directory Listings for the End User Clients of Customers of Record who resell service, will be provided at the rates and/or charges as specified elsewhere in this tariff for additional Directory Listings.
7. It is the responsibility of the Customer of Record to provide information to the Company about the End User Client, which is necessary for the updating of E911 or 911 databases, prior to the activation of the End User Client(s).
8. The updating of Line Information Databases will be negotiated between the Customer of Record and the Company.
9. The direct provision of Telecommunications Services shall be to the Customer of Record, but nothing contained in this tariff nor the resale arrangement shall be construed to inhibit, diminish or prohibit the Company from contacting End User Clients about the availability of the Company's service offerings, subject to Federal Communication Commission regulations.
10. End User Clients have the option of obtaining service directly from the Company at all times. The Company retains its rights to fulfill its obligations as a common carrier of Telecommunications Services, pursuant to the Company tariffs, the Public Service Commission of Wisconsin rules and regulations, and local and federal laws.

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

C. REGULATIONS (Cont'd)

11. Termination of Service

a. Customer of Record Initiated Termination

It is the responsibility of the Customer of Record of the resale arrangement to negotiate service for their End User Clients in the event of the voluntary termination of service. The Company must receive written notice from the Customer of Record of the resale service outlining their conversion plan of service for their End User Clients. The Company must receive written notice no later than thirty (30) days prior to the planned termination of service. The Company reserves the right to provide service directly to the End User Clients of the Customer of Record, at the applicable rates and charges set forth in other sections of the Company's tariff, in order to maintain their continuity of Telecommunications Service.

b. Company Initiated Termination

- (1) Delinquency or failure to pay for services provided to a Customer of Record of resale arrangement will result in termination of service. In the event of termination of service for non-payment, all other provisions set forth in other sections of the Company tariff shall apply and the Customer of Record will be responsible for all outstanding charges. The Company reserves the right to provide service directly to the End User Clients of the Customer of Record, at the applicable rates and charges set forth in other sections of the Company tariff, in order to maintain their continuity of Telecommunications Services.

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RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

C. REGULATIONS (Cont'd)

11. Termination of Service (Cont'd)

b. Company Initiated Termination (Cont'd)

- (2) Any services which are resold and being used in violation of the tariff will be terminated pursuant to PSC 165.052 procedures.
- (3) The Customers of Record must reapply for service if their service has been terminated.

12. End User Client Reseller Selections

- a. No Customer of Record shall submit or execute a change in an End User Client's selection of a provider of local exchange service except in accordance with such verification of order procedures as prescribed by the Federal Communications Commission and/or the Public Service Commission of Wisconsin.
- b. For any change in an End User Client's selection of a provider of local exchange service a non-recurring charge, as specified in this section of the tariff, will be assessed to the Customer of Record.
- c. If the Customer of Record requests a change in an End User Client's selection of a provider of local exchange service and the End User Client denies requesting the change, and the Customer of Record cannot substantiate the change, the Unauthorized Change Charge as specified in this section of tariff will apply to the Customer of Record.

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RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

C. REGULATIONS (Cont'd)

12. End User Client Reseller Selections (Cont'd)

- d. In those instances where the Company makes a repair visit to the End User Client's premises and the service difficulty is due to a condition in the End User Client's provided wire or equipment, applicable Company charges will apply and be billed to the Customer of Record. Only the End-User Client or Customer of Record can initial a premise visit.

13. Restrictions on the Resale of Telecommunications Services

- a. Residential services may not be resold to business Customers where there are differences in the prices of residential and business service.
- b. Telecommunications Services and network capacity provided to public institutional telecommunications users at a discount cannot be resold, sold or otherwise transferred by those recipients in consideration for money or any other thing of value.
- c. Uniquely rendered services, such as 911 Emergency Service, Telecommunications Relay Service (TRS) and Telecommunications Devices for the Deaf (TDD) are exempt from resale requirements.
- d. Extended Community Calling (ECC) Service, Business Network Access Line Service, and usage service within a local calling area cannot be used or resold as a substitute for access service.
- e. Promotional prices offered for a period of 90 days or less will not be offered to a Customer of Record.

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RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

C. REGULATIONS (Cont'd)

13. Restrictions on the Resale of Telecommunications Services (Cont'd)

- f. The Resale of Telecommunications Service(s) is not available to Telecommunications Service(s) provided by market and/or field trials. The Resale of Telecommunications Service for service(s) provided by market and/or field trials, however, may be provided when the market and/or field trial has expired and the Company provides such service(s) on a tariffed basis.
- g. A "Grandparented" service is a service that is only available to existing Customers. The resale of a "Grandparented" service(s) is allowed, but the "Grandparented" service is only available for resale to the "Grandparented" Customers.
- h. A Centrex Line cannot be resold as a single line product.
- i. A Centrex Line cannot be used or resold as a substitute for Feature Group B Access Service.
- j. Customers of Record are required to be certified as a Telecommunications Reseller by the Public Service Commission of Wisconsin. The Customer of Record must provide the Company with a copy of the certification prior to receiving service from the Company.

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RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

C. REGULATIONS (Cont'd)

13. Restrictions on the Resale of Telecommunications Services (Cont'd)

- k. Customers of Record who resell services shall indemnify, defend and save the Company harmless against any and all claims which may arise from or in connection with such resale including, but not limited to, claims for libel, slander, infringement of copyright, trademarks or patents, claims for injuries to persons or property damage in connection with the Company's service, arising out of any act of omission of the Customer of Record or End User Client in connection with facilities provided by the Company or the Customer of Record or End User Client, claims for interruption of or deficiencies, failures or errors in service and any consequences thereof and claims arising from mistakes in or omissions of directory listings, including but not limited to reasonable attorneys fees and disbursements. Such Customers of Record shall provide at their expense and keep in full force and effect a policy of adequate insurance covering the indemnification provision above, and such policy shall name the Company as an additional insured.
- l. The Company shall not be required to sell service where the proposed use of the service or facilities could injuriously affect the efficient use of the Company's plant, property or service.
- m. Except as otherwise provided herein, the Company holds all rights to telephone numbers assigned to its network. The Company may change such number assignment as needed. The Customer of Record and its End User Clients have no ownership of the numbers, subject to Federal Communications Commission and Public Service Commission of Wisconsin rules and regulations.

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

C. REGULATIONS (Cont'd)

13. Restrictions on the Resale of Telecommunications Services (Cont'd)

- n. An End User Client who changes service providers while remaining connected to the same Company port may retain the same telephone number following the change.
- o. Every Customer of Record purchasing service from the Company must abide by Privacy Considerations as provided by federal or state laws and/or the rules and regulations of the Public Service Commission of Wisconsin.
- p. Other reasonable conditions or limitations on the resale of Telecommunications Services may be imposed as appropriate.

14. Provision of Service to be Resold

- a. Business rates apply to the End User Clients service furnished:
  - (1) In office buildings, stores, factories and all other places of a business nature.
  - (2) In hotels, apartment houses, clubs and boarding and rooming houses except when all stations are within the End User Client's domestic establishment and no business listings are provided; colleges, hospitals and other institutions, except when the station is located in a patient's room; and in churches except when the station is located in a member of the clergy's study.
  - (3) At any location when the Company or other Directory Listing indicates a business or a profession.

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RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

C. REGULATIONS (Cont'd)

14. Provision of Service to be Resold (Cont'd)

a. Business rates apply to the End User Clients service furnished: (Cont'd)

(4) At any location where the substantial use of the service is occupational rather than domestic.

b. Residence rates apply to End User Client service furnished in any part of an End User Client's home or apartment.

c. All coin Telecommunications Service is classified as business service regardless of the location.

d. The Company may have access to an End User Client's property during normal working hours, or other hours in the event of an emergency, to inspect, remove or repair its equipment or facilities.

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

C. REGULATIONS (Cont'd)

15. Payments

- a. Except as specified elsewhere in this tariff, the rates and/or charges for Telecommunications Services are payable monthly in advance. Bills are due on the due date shown on the bill and are payable at the address shown on the bill.
- b. If an objection to an item or items appearing on a bill is not received by the Company within two months after such bill is rendered, all items and charges appearing thereon shall be determined to be correct and binding upon the Customer of Record. A bill will not be deemed correct and binding upon the Customer of Record if either the Company or the Customer of Record has records to substantiate the objection.
- c. The Company reserves the right to require an advance payment from the Customer of Record. Advance payments are applied to the Customer of Records' charges.
- d. A Customer of Record may be required to make a deposit. The need for a deposit is based on an existing Customer of Record's payment history with the Company. A deposit may also be required when a new Customer of Record requests service, pursuant to PSC 165.051 procedures.

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RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

C. REGULATIONS (Cont'd)

15. Payments (Cont'd)

- e. Subject to state and federal laws, the Company reserves the right to refuse an application for service made by a present or former Customer of Record who is indebted to the Company for any Telecommunications Services previously furnished until such indebtedness is satisfied. In the event that service is connected for a Customer of Record who is indebted to the Company for Telecommunications Services previously furnished, the service may be terminated by the Company.
- f. The Customer of Record or End User Client must provide the necessary electric power where and when needed.

16. Minimum Charges

a. General

Unless otherwise stated, the minimum charge for any service is the monthly charge for that service. However, when service is disconnected in the middle of a monthly billing period (except the initial period), the Customer of Record will be charged only for the actual period of service.

The minimum charge for additional Directory Listings is the charge for the duration of the Directory in which the listing is first effected except in cases where the service is terminated by the Company, in which case the charge shall be for the actual period of service.

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RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

C. REGULATIONS (Cont'd)

16. Minimum Charges (Cont'd)

b. Cancellation or Change of Application Prior to Establishment of Service

If a Customer of Record requests service and then cancels the order before the Company has completed it, the Customer of Record shall pay the greater of any costs the Company has already incurred in connection with the order or the normal minimum charges.

c. Service Charges as specified elsewhere in this tariff, apply on a per End User Client order for all work or service to be provided at one time on the same premises, for the same End User Client.

d. The Company reserves the right to back-bill the Customers of Record that place unauthorized or improper orders. This charge will be based on the costs associated with correcting the error in the records and the service(s) involved.

e. Customer of Record Change Charge

A Customer of Record Change Charge applies each time an End User Client changes Customer of Record. This charge is designed to cover administrative costs of changing the Customer of Record in the billing systems and switching systems where needed. The receiving Customer of Record is assessed this charge. This change applies when moving from one Customer of Record to another.

Customer of Record Change Charge \$28.00

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

C. REGULATIONS (Cont'd)

16. Minimum Charges (Cont'd)

f. Unauthorized Order Charge

In the event an End User Client is changed from one service provider to another without the approval of the End User Client, the Customer of Record initiating the change shall be levied a charge per End User Client. The Customer of Record initiating the change shall have the onus of proving that the change was authorized by the End User Client.

Unauthorized Order Charge \$35.00

17. Residential Retail Monitoring

The Company may review on a periodic basis a representative sample of residential service purchased by Customer of Record to establish authenticity as residential End User Clients. If the End User Client is found to be a business subscriber, the Customer of Record will be charged for all prior months' service differential for business service for that time and will be placed on business rates immediately.

18. Taxes and Surcharges

The Customer of Record is responsible for collection and remitting to the proper tax authorities or fund administrator all state and federal taxes, universal service fund contributions and other taxes or surcharges applicable to End User Clients.

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

C. REGULATIONS (Cont'd)

19. Exemption, Suspension or Modification

The Company has filed this tariff pursuant to the Public Service Commission of Wisconsin Order contained in a letter order dated May 17, 1996 for docket 05-TI-140. 47 U.S.C. 251(f) provides for the Company to petition the Public Service Commission of Wisconsin for an exemption, suspension or modification of the application of 47 U.S.C. 251(b) or (c), which contain the requirements concerning resale of Telecommunications Service by the Company. The filing of this tariff is not a waiver of any rights the Company has to petition for an exemption, suspension or modification of the resale of Telecommunications Services or any of the terms of this tariff. This tariff is conditioned on the Company's right to petition for any exemption, suspension or modification of resale of Telecommunications Service.

20. Exemption, Suspension or Modification (Continued)

The filing of this tariff is not a waiver of any rights the Company may have under 47 U.S.C. 253(f) or any other rights contained in Title 47 of the United States Code. The filing of this tariff is conditioned on the Company's right to ask for considerations as contemplated in 47 U.S.C. 253(f) or any other section contained in Title 47 of the United States Code.

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